SECTION C - PERFORMANCE WORK STATEMENT 22 DEC 2000

SECTION C.1, GENERAL INFORMATION

1.0 Introduction

This Performance Work Statement (PWS) describes the performance requirements for selected Information Mission Areas (IMAs) at the United States (US) Army, Communications-Electronics Command (CECOM), Fort Monmouth (FM), New Jersey.

This section, C.1, provides general information necessary to understand the requirements. Section C.2 provides definitions and acronyms used throughout this document and in the performance of this effort. Sections C.3 and C.4 provide information as to Government and Service Provider (SP) furnished items, respectively. Section C.5 presents the specific tasks of the PWS. Section C.6 outlines applicable documents that are required to perform the PWS. Attached Technical Exhibits (TEs) are referenced throughout this document and support the PWS in greater detail. Additional reference documents are contained in the Technical Library and are identified as TLs in this PWS. Unless otherwise specified, all references to "days" shall be interpreted to mean calendar days.

1.1 Background Information

Fort Monmouth is home to approximately 6,570 military and federal civilian employees. It covers approximately 1,130 acres consisting of the Main Post and the Charles Wood Area.

Automation resources include approximately 50 mid-tier UNIX servers, over 9,000 personal computers (PCs), over 3,000 notebooks, over 120 Windows NT servers, over 800 various commercial off the shelf (COTS) packages, and 773 standard systems and 343 local unique systems. Mainframe processing for the majority of these systems is accomplished at the Defense Enterprise Computing Center in St. Louis, Missouri (DECC-S). The SP responsibilities as to the support of these automation resources are described within this PWS.

CECOM is a major subordinate command of the Army Materiel Command (AMC) and it has the mission of providing soldiers with high-tech communications-electronics equipment and developing the equipment for the 21st century. Fort Monmouth is committed to ensuring an Army Community of Excellence.

1.2 Contract Administration

The Contracting Officer (KO) has ultimate authority for administration of this award and for approving changes to the award. The KO may delegate authority, with the exception of changes, through various duly appointed representatives, including, but not limited to, an Administrative Contracting Officer (ACO), one (1) or more Contracting Officer's Representatives (COR), a Property Administrator, one (1) or more technical monitors or Quality Assurance Evaluators (QAE), and other Government representatives associated with specific functions, such as Property Book Officer(s), Stock Record Account Officers, and the Installation Transportation Officer (ITO). Throughout the document, the terms, Contracting Officer or designated representative, "to the Government" or reference to a specific Governmental position, such as ITO, are used for clarity and readability; however references using any of these terms have authority as delegated by the KO. Requirements necessitating KO approval referred to in this PWS are understood to be in the event of a contractor win. In the event of a Government win by the Most Efficient Organization (MEO), requirements shall follow standard normal channels unless directed otherwise by this PWS.

1.3 Scope of Work

The work and services shall be performed at CECOM FM for the organizations defined in PWS Section C.2 and shown in TE-1 (Customer List) in accordance with (IAW) applicable Intra-Service/Inter-Service Support Agreements (ISSAs), Functional Support Agreements (FSAs), Memoranda of Agreement (MOAs), and Memoranda of Understanding (MOUs). Copies of these documents are available for review at the

technical library for this solicitation located in Building 1207. Four (4) "universes" of customers are referred to throughout this PWS and are defined in PWS Section C.2. These four (4) customer universes are CECOM Fort Monmouth Activities, CECOM non-Fort Monmouth Activities, CECOM Worldwide (includes both CECOM Fort Monmouth Activities and CECOM non-Fort Monmouth Activities), and Fort Monmouth Resident Activities.

The primary work to be performed in this PWS is to provide services in the areas of telecommunications and automation for CECOM Worldwide and Fort Monmouth Resident Activities. These IMA disciplines as defined by Army Regulation (AR) 25-1 (Army Information Management) are stated below.

1.3.1 Information Mission Area (IMA) Disciplines

(a) Telecommunications. This includes management of the installation telecommunications center and of leased commercial and Army telecommunications systems. Facilities include, but are not limited to, voice, video, and computer communications lines; local area networks; Private Branch Exchange (PBX) systems; and interfaces to classified and unclassified Department of Defense (DOD) networks.

(b) Automation. This includes management of assigned data/information processing facilities and associated computers, software, peripherals, and associated services and support; document imagery technology, and optical character recognition systems; and Sensitive But Unclassified (SBU) and classified electronic mail systems and other means of transmitting information through local networks and telecommunications.

1.3.2 Support to Retained Government and Government in Nature Organizations

The SP shall provide total support to the newly created IMA Residual Government and Government In Nature Organizations (RGO/GIN).

1.4 General Requirements

All SP employees shall abide by pertinent regulations set forth in this PWS and all applicable Federal and State laws, as well as local installation policies, procedures and/or regulations. The SP shall develop and update standard operating procedures (SOPs) as required in the performance of this PWS and those necessary for effective sustainment of operations, processing of customer requirements, and equipment operation. In the event of a contract award, this shall be done IAW applicable regulations and as directed by the KO or the COR.

1.4.1 Personnel

The SP shall provide a workforce possessing the skills, knowledge, and training to satisfactorily perform the requirements of services included in this PWS. SP employees shall have the ability to communicate (read, write and speak) the English language. Staff utilized by the SP shall meet both general and specific knowledge identified in the related Office of Personnel Management Classification Series Criteria. Criteria can be accessed over the WWW at http://cpol.army.mil/stds/hrcd. Personnel performing work under this PWS shall remain employees of the SP and shall not be considered employees of the Government. The SP shall not hire any person whose employment would in any way result in a conflict of interest under applicable laws and regulations.

If the SP becomes aware that personnel are not performing requirements of this contract IAW their terms, the SP shall maintain personnel provisions to correct the deficiencies, up to and including removing such personnel. The SP shall maintain provisions for the immediate removal of employees for misconduct or other causes prejudicial to the maintenance of health, welfare, morale, or security to Fort Monmouth. The SP shall be aware of the Installation Commander's responsibility for the general security and well being of Fort Monmouth personnel, and shall ensure that personnel removal provisions support the Installation Commander in this regard.

In the event of a contract award, the Government has an inherent right under law, practice and regulation, to control access to its facilities, property, and data, including those that are the subject of the contract. Access privileges will be tailored to individual SP personnel responsibilities. The Government will be the final authority in determining access privileges. The Government's exercise of its right to grant and revoke access by particular individual(s) to its facilities will not constitute a breach or change to this contract, regardless of whether said individual(s) are employed by the SP, and regardless of whether said individuals are thereby precluded from performing work under this PWS.

1.4.1.1 *Program Manager and Key Personnel*

The SP shall provide a dedicated on-site program manager for a minimum of eight (8) working hours (exclusive of lunch) during the normal operating hour timeframe. The program manager shall be responsible for the overall management and coordination of the effort and shall act as the central point of contact with CECOM IMA Management. The Program Manager shall be authorized to act on behalf of the SP for matters relating to this contract, to include but not be limited to, complete signature authority, negotiation and modification authority, and the authority to bind the SP. In the absence of the Program Manager during the balance of the normal operating hour timeframe or outside normal operating hours an alternate shall be designated by the SP to act for the program manager. This alternate is not required on-site during these time periods. The program manager, or alternate, shall have full authority to act for the SP on matters relating to the daily operation of this effort and shall act as the central Point of Contact (POC) with CECOM IMA Management. An operational organization chart is due 30 calendar days after award IAW Data Item (DI)-MISC-81419, Organization Chart (Data Item Number C007). The organization chart shall include personnel that are currently employed by the SP and subcontractors that the SP intends to utilize in performance of this effort. A revised Organization Chart shall be completed (to include all vacancies filled) 90 calendar days after award. The personnel listed shall serve as focal points between the SP and the Government to resolve problems and emergency situations. The SP shall not replace these designated personnel without prior approval of the KO or COR. The SP shall ensure that the chart remains current at all times and shall notify the COR immediately whenever changes are made.

1.4.1.2 *Identification of Service Provider (SP) Employees*

Thirty calendar days after award, the SP shall provide to the COR a list of all current employees of the SP and subcontractors who will perform under this effort IAW DI-MISC-81419, Employee List (Data Item Number C008). A revised Employee List shall be delivered 120 calendar days after award. The SP shall notify the COR, in writing, of any addition, deletion, or change within five (5) days after the organizational change.

1.4.1.3 *Mission-Essential Personnel*

Mission-essential personnel are those personnel who perform duties that are vital to the effective functioning of the organization and the accomplishment of the mission of the organization and its customers. SP employees may be required to report for duty despite installation delay in openings or closures, or may also be required to remain at work in the case of an emergency/crisis situation. SP personnel must continue to perform mission-essential duties until relieved by proper authority. The KO or designated representative will notify the SP when mission-essential personnel are necessary. Examples of these situations include, but are not limited to, Force Protection exercises, snowstorms, Emergency Operation Center (EOC) operations, and Information Assurance (IA) threats.

1.4.1.4 *Security Clearances*

Prior to full performance, all SP personnel must possess a minimum of a SECRET clearance; additionally, TOP SECRET clearances shall be required as stated in the DD Form 254, Contract Security Classification Specification. The SP shall maintain a current Employee Security Clearance List validated by the SP's security manager. This list shall be delivered IAW DI-MISC-81419, Employee Security Clearance List (Data Item Number C009). In the event of an employee change, this information must be submitted prior to the employee commencing work. The SP shall maintain, for inspection purposes, documentation of all SP employee's clearances/investigations.

1.4.1.5 *Automated Data Processing (ADP) Sensitivity*

SP positions with duties related to automation or telecommunications are required to be designated as Automated Data Processing Sensitivity Level II (ADP II) as defined in AR 380-19 (Information Systems Security) and AR 380-67 (Personnel Security Program). The following functional areas require positions with a higher sensitivity level:

Functional Area	ADP Sensitivity Level
Information Assurance Security Officer (IASO)	ADP I
System Administrator (SA)	ADP I
Network Administration/Security	ADP I
E-Mail Administration	ADP I
Access Control to Systems	ADP I
Defense Message System (DMS) Operations	ADP I
Webmaster	ADP I
Database Administration	ADP I
Application Sustainment	ADP I
Telecommunications	ADP I

SP personnel designated to work in ADP sensitive positions shall be subject to the following investigations: ADP I: Single Scope Background Investigation (SSBI); ADP II or ADP III: National Agency Check (NAC) or National Agency Check with Written Inquiries (NACI). The investigation must be successfully completed prior to assigning an employee any ADP I or II duties unless a waiver has been granted by the G2/Deputy Chief of Staff for Intelligence and Security (DCSINT) through CECOM IMA Management.

1.4.1.6 *Employee Qualifications*

The SP shall ensure that throughout performance all SP personnel are properly trained, certified, or licensed to perform work under this effort. Training, certifications, or licensing shall be provided at the SP's expense. Certifications required by the SP to perform the work addressed in this PWS are listed in TE-3 (Certifications). The SP shall maintain records of these qualifications for all personnel for the duration of their employment. These records shall be available for CECOM IMA Management review.

1.4.1.7 *Physical Requirements*

Work performed under this PWS shall encompass a broad range of light to moderate physical demands, depending on the service provided. The majority of functions performed in this PWS are primarily sedentary, allowing the employee to sit in order to do most of the work. However, there will be some regular and recurring walking, standing, and bending. The SP shall be able to lift and carry items weighing up to 50 lbs. for functions described in the PWS Section titled, Transportation, Storage, and Material Handling (C 5.1.13), unless otherwise specified.

1.4.1.8 *Work Environment*

The requirements set forth in this PWS involve everyday risks and discomforts normally associated with computer operations in an ADP environment. The areas are climate controlled and adequately lighted, however, operators will be continually exposed to machine noise. The SP shall perform normal operator maintenance of Automated Data Processing Equipment (ADPE) resulting in a slight risk of electrical shock injury. There is a slight to moderate risk of personal injury due to vehicular accident, exposure to bad weather, or improper handling of property or materials during loading or unloading.

1.4.1.9 *Attire*

SP employees shall dress neatly, commensurate with the task being performed.

1.4.2 Normal Operating Hours

The functions performed under this PWS are dictated by the operational requirements of the systems and customers that are supported. Normal hours of operation represent the minimum standard for system and customer support. Actual hours of operation may increase considerably for IMA-related functions that are performed in response to, or are affected by, system failures, malfunctions, unforecasted delays/problems, or increased customer workload causing unacceptable production backlogs. Normal operating hours for automation and telecommunications support, other than those listed above, shall be performed from 0700 to 1700 Monday through Friday. Any work to be performed outside normal operating hours will be specified in PWS Section C.5.

1.4.2.1 *Federal Holidays*

The Federal holidays specified below are legal public holidays. Should a Federal holiday fall on a Saturday, the Friday immediately before is considered the holiday; if the Federal holiday falls on a Sunday, the Monday immediately following is considered the holiday. Other holidays are determined by executive order.

New Year's Day	Labor Day
Martin Luther King's Birthday	Columbus Day
President's Day	Veterans Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

1.4.2.2 *Inclement Weather*

Notification of base closure/delayed opening is normally provided by pyramidal notification to the SP's primary or alternate point of contact (POC). However, the Fort Monmouth information telephone number to verify installation closures/delayed openings is (888) 772-3266. During these times, customers will normally not be present. In the event of installation closing during the workday, the COR will notify the SP.

1.4.2.3 *Services Outside Normal Operating Hours*

The SP shall provide support to special commitments required outside normal operating hours, to include Saturdays, Sundays, and holidays, upon notification from CECOM IMA Management.

1.4.2.4 *Emergency Services and Repairs*

The SP shall provide a list of the primary and alternate POCs to be notified should emergency services and repairs be required outside normal operating hours. The SP shall provide personnel to perform emergency services and repairs outside normal operating hours. The SP shall perform emergency repairs on an on-call basis 24 hours per day, 365 days a year. The SP shall provide to the COR and CECOM IMA Management

a means to be contacted which will be utilized in emergency situations. The SP shall respond telephonically within fifteen minutes of contact by COR or CECOM IMA Management and arrive at the site designated by the COR no later than two (2) hours after contact, unless otherwise stated in this PWS. As required, the SP shall provide a list of all incidents impacting more than ten individuals, any Flag Officer or member of the Senior Executive Service IAW DI-MISC-80508, Incident Report (Data Item Number C001).

1.4.3 Deliverable Data

The following subparagraphs identify deliverable data of a management/administrative nature. This is not an all-inclusive list of deliverable data. Other deliverable data requirements are set forth in other sections of this PWS and an all-inclusive list is set forth in Section J of the solicitation.

1.4.3.1 *Management Plan*

The SP shall perform IAW the established Management Plan incorporated in Section J of the contract.

1.4.3.2 *Contractor Progress, Status and Management Report*

The SP shall provide a summary of work accomplished during each month. Content of the reports shall be IAW DI-MGMT-80227, Monthly Cost and Status Report (Data Item Number B001).

1.4.3.3 *Contractor Progress Meetings/Minutes*

The COR and other Government personnel, as appropriate, will meet weekly (or as otherwise directed by the COR) with the SP to review the SP's performance.

The COR will apprise the SP of how the Government views the SP's performance and the SP shall apprise the COR of problems, if any are being experienced. The SP shall also notify the COR, in writing, of requirements that the SP considers outside the scope of the contract. Appropriate action will be taken to resolve outstanding issues.

Minutes of these meetings shall be recorded by the SP and signed by the COR. Minutes shall be delivered IAW DI-ADMN-81505, Progress Meeting Minutes (Data Item Number A002).

1.4.3.4 *Quality Control/Customer Satisfaction Plan (QC/CSP)*

The SP shall maintain a Quality Control/Customer Satisfaction Plan (QC/CSP) that addresses methods for meeting performance standards and complying with applicable regulations delineated in PWS Section C.5. The SP shall perform IAW the established QC/CSP incorporated in Section J of the contract.

1.4.3.5 *Safety and Health Program*

The SP shall develop and implement a comprehensive safety program for protection of its employees. The program shall comply with Code of Federal Regulations (CFR) Title 29 Part 1910, Occupational Safety and Health Standards, AR 385-10 (The Army Safety Program), Department of the Army (DA) Pamphlet (Pam) 385-40 (Army Accident Investigation and Reporting), AR 420-90 (Fire and Emergency Services), AR 40-5 (Preventive Medicine), AR 600-63 (Army Health Promotion) and Fort Monmouth Regulation (FM-R) 385-22 (Confined Space Entry Program), as well as applicable Federal, State, and local safety and health standards. The SP shall provide any safety equipment, personal protective equipment, safety training, and devices necessary to protect the employee. The SP shall not allow any employee to perform in an incapacitated/impaired condition as the result of alcohol, drugs, or any other incapacitating agent.

1.4.3.6 *Physical Security Plan*

The SP shall develop, and implement a Physical Security Plan IAW AR 190-13 (The Army Physical Security Program), AR 190-51 (Security of Unclassified Army Property), AR 735-5 (Policies and Procedures for Property Accountability), DA Pam 190-51 (Risk Analysis for Army Property), FM-R 190-2 (Traffic Control), FM-R 190-13 (Physical Security) and FM-R 190-14 (Property Movement). The SP shall

deliver the Physical Security Plan IAW DI-MISC-80508, Physical Security Plan (Data Item Number C002).

1.4.3.7 *Phase Out Period*

The SP shall participate in a smooth and orderly transfer of responsibility to a successor SP. During the phase out period, the SP shall allow successor SP personnel to observe the SP's performance methods for a period of up to 90 days prior to the start of full performance by the successor SP.

1.4.4 Security Requirements

The SP shall administer the overall security program for their internal organization. The security program includes all aspects of physical security, personnel security, information security, and information systems security. The SP shall perform the role of IASO for all PCs and other office automation equipment in their organization per AR 380-19. The SP shall only utilize hardware and software authorized through CECOM IMA Management for PCs connected to the backbone network. The SP shall ensure compliance with all ADPE security requirements. The SP shall create and maintain security-related databases, files, or documents which demonstrate compliance with security requirements. The SP shall ensure the continued ability to retrieve this security data. The managed documents and data include, but are not limited to, security requests, accreditations, violations, and automated files for IASOs. The security documents also include security records related to facility access control, inspection reports, violations, and personnel. Some of the managed security-related documents may be classified.

Security requirements are set forth in the DOD Contract Security Classification Specification, DD Form 254, found in Section J of the solicitation. Only Official Business may be conducted on all Information Management Systems IAW AR 25-1 (Army Information Management), Chapter 6, Paragraph 6-1.

1.4.4.1 *Security of Sensitive Government and Customer Data*

To the extent that the SP receives or is given access to proprietary data, data protected by the Privacy Act of 1974, or other classified or privileged technical, business, or financial information under this PWS, the SP shall treat and protect such information IAW any restrictions imposed on such information. Access includes the functions of data handling, storage, electronic transmission, and physical distribution.

As required by the KO or designee, the SP shall agree to enter into a written agreement with any firm whose proprietary data is used in conjunction with performance of this PWS. The SP shall furnish the KO with executed copies of all such agreements and refrain from using any proprietary information for any purpose other than for which it was provided.

The SP shall agree that any data furnished by the Government to the SP shall be used only for performance under this PWS, and all copies of such data shall be returned to the Government upon completion of this effort.

The SP shall agree not to reveal to third parties any data generated and/or reported to the Government in the performance of this effort.

The SP shall collect all classified or sensitive waste, such as paper, electronic media, and aperture cards generated in the performance of this PWS and ensure that it is destroyed prior to placing into appropriate disposal locations.

1.4.4.2 *Foreign Nationals*

The SP shall comply with AR 380-10 (Technology Transfer Disclosure of Information and Contacts with Foreign Representatives).

1.4.4.3 *Security Training*

The SP's employees shall be familiar with all applicable security requirements necessary to perform the effort described in this PWS. The SP's employees shall be trained/indoctrinated in applicable security requirements prior to performing work under this contract, with refresher training conducted annually thereafter. The purpose of this training is to ensure that personnel are familiar with all security requirements necessary to perform the effort included in this PWS.

1.4.4.4 *Identification Badges*

Security identification badges will be issued by the Provost Marshall as deemed necessary by the COR. The SP shall ensure all departing SP employees are out-processed, to include turn-in of security identification badges prior to their actual departure. Badges shall be visibly worn in controlled areas IAW FM-R 640-3 (Security Badges and Applications).

The Government will have and exercise full and complete control as to whether security identification badges are issued to SP employees. The SP shall account for all Government security identification badges issued to SP employees. In the event of SP award, at the completion of SP performance, final payment will be withheld until all security identification badges have been returned to the Government.

1.4.4.5 *Operations Security (OPSEC) Reviews*

All materials produced by the SP, which will be disseminated outside of CECOM Fort Monmouth will be subject to an OPSEC and security review performed by the Government. This requirement specifically applies to all written documents and audiovisual materials produced, to include environmental documents, press releases, or papers produced for educational or advertisement purposes.

1.4.5 Quarterly Executive Reviews

The SP shall conduct quarterly executive reviews with CECOM IMA Management on the dates, times, and at the locations specified by the COR. The COR will notify the SP of the date, time, and location of each executive review within 30 calendar days prior to the review. The COR will present the SP with a proposed meeting agenda for the executive review within five (5) business days prior to the meeting. The meeting, at a minimum, shall consist of a graphical presentation of accumulated measurements on service performance, customer satisfaction, and process improvements. This analysis as a minimum shall cover each performance standard identified in Section C.5 of the PWS. Additionally, these quarterly reviews will be the opportunity to formally introduce requirements for technology upgrades or cost saving initiatives.

Regardless, all SP personnel required to provide the technical and administrative status and project updates requested in the meeting agenda shall be present. Attendance by the SP program manager is mandatory. In addition, an appropriate level and number of the SP's management and technical personnel shall attend. In general, no more than 20 Government personnel will attend, and the review will not exceed eight (8) hours. This quarterly review and periodic quality inspections will be the critical indicators for evaluating SP performance. Information to be presented by the SP in the meeting shall be delivered IAW DI-ADMN-81373, Quarterly Executive Review Presentation (Data Item Number A001).

1.4.6 Emergency Plans/Operations

The SP shall provide input to all emergency and other plans including, but not limited to, the Mobilization Plan and a Civil Disturbance Plan, which includes natural disaster and emergency plans. The SP shall participate in test exercises for emergency plans as required. SP personnel shall comply with the instructions of the designated Government official during these situations. The SP shall comply with AR 500-5 (Army Mobilization), AMC-R 500-4 (Emergency Employment of Army and Other Resources) and CECOM-R 500-4 (Emergency Planning).

The SP shall provide a Strike Contingency Plan to the KO which describes how the SP shall perform the services required by this PWS in the event of a work stoppage by SP employees IAW DI-MISC-80508, Strike Contingency Plan (Data Item Number C003).

The SP shall notify the KO/COR within one (1) hour after being notified of a planned or unplanned work stoppage by SP employees. The SP shall implement the SP's Strike Contingency Plan as soon as a planned work stoppage occurs, or within four (4) hours after an unplanned work stoppage occurs.

In the event of a work stoppage, implementation of the SP's Strike Contingency Plan shall not affect the Government's right to perform urgently or critically required service. SP employees shall not interfere with performance of contract services by Government personnel or another SP when SP performance has stopped due to a labor strike or other work stoppage.

1.4.6.1 *Mobilizations*

The SP shall prepare and submit a mobilization plan IAW DI-MISC-80508, Mobilization Plan (Data Item Number C004). The plan shall address the requirements stated herein to include providing a means for the SP to meet an increase of mobilization. The SP shall implement the mobilization plan as directed by the COR. Initial instructions from the COR may be given orally. Written instructions will follow within 24 hours.

The SP shall be prepared to change normal operating hours (PWS Section C.1.4.2) to meet increased workload upon announcement that FM is under mobilization. The plan shall include provisions to operate 7 days per week, 24 hours per day. The SP shall be prepared to fully support an increased workload of approximately 50% within 180 calendar days of the mobilization date. The SP shall participate in mobilization exercises to the extent required.

1.4.7 Transition Plan (TP)

The SP shall perform IAW the established Transition Plan (TP) incorporated in Section J of the contract. In the event of a contract award the Government will continue to perform contract requirements during the period between the tentative decision date and completion of the transition period. The Government will provide SP office space and phone access as available. The transition period shall begin at date of contract award and shall conclude 120 calendar days later. Upon exercise of Option Year 1, the SP shall assume full operating accountability and responsibility.

The SP shall comply with the Transition Plan from contract award through the transition period until the SP has taken full operational control for the requirements in the PWS. Due to unforeseen circumstances, the SP may be required to begin performance/partial performance earlier than the scheduled full performance commencement date (Option Year 1) (costs shall not be included in this proposal). If CECOM IMA Management requests earlier performance by the SP this additional work will be placed on contract through the special projects section (C.5.1.13) of this PWS.

The TP shall identify those actions, plans, procedures, and timelines necessary to ensure a smooth transition from contract start date to full operational status by the SP. The TP shall meet the following objectives:

- Smooth implementation of Right of First Refusal (applies to prime contractor and all subcontractors)
- Completion of required training and certifications
- A workforce knowledgeable on the operation of mandatory Government-furnished data systems
- Completion of joint inventories
- Familiarization with the workflow and scheduling (actual workload requirements rather than performance of work)
- Familiarization with applicable installation regulations

- At the end of the transition period, providing required services at specified Acceptable Levels of Performance (ALPs)

- Smooth transformation (transparent to customers)

The TP shall address the above actions, plans, procedures, and timelines through the following key components:

- Turbulence reduction between the incumbent and SP workforce

- Personnel – Timing and hiring of key personnel, interviews, exercising Right of First Refusal, training and orientation plans, coordinate Government workforce transition

- Equipment – Joint inventory, assumption of accountability, provisions for joint property

- Facilities – Joint inventory, provisions for joint use facilities, relocation plans

- Stock Inventory – Inventory or survey, assessment of potential security risks, initiation of any new access or escort requirements

- Coordination with KO and COR

1.4.8 Vehicle Registration

The SP shall ensure that all SP-owned and SP employee-owned vehicles are registered with the Fort Monmouth Provost Marshall's Office (PMO) and that the registration decals are properly displayed IAW PMO guidance.

1.4.9 Other Requirements

1.4.9.1 *Files*

The SP shall maintain documentation of all actions required under this PWS such as, but not limited to, architecture and network drawings, system configurations, runbooks, proprietary information, files and records. The SP shall maintain records to support performance against outputs specified in this PWS. The SP shall make all files applicable to this PWS available at all times for review by any agency or individual authorized access by the KO or COR. The SP shall provide reproducible copies of all documentation upon request and prior to contract completion. During the transition period the government will provide any current documentation available for further updates as required by this PWS. Additionally, the SP shall provide any new documentation generated during the performance of the PWS.

Files shall be maintained IAW AR 25-400-2 (Modern Army Record Keeping System (MARKS)), AR 340-21 (Army Privacy Act Program), and AR 380-5 (DA Information Security Program).

1.4.9.2 *Building Management*

The SP shall serve as trustee for buildings 439, 1150 and 1152 IAW the Fort Monmouth Garrison Building Trustee Handbook. Duties shall include, but are not limited to, coordination with the installation points of contact (for work orders, service orders, cyclic preventative maintenance, Make-it-Happen Center projects, custodial services, recycling, energy conservation, fire prevention and protection, key and lock control, space management and assignment, snow removal, and hazardous material disposal), perform inspections, maintain records of conducted inspections, create cyclical preventative maintenance (CPM) lists based on the results of inspections, complete DA 4283 forms associated with work orders and submit the forms to the DPW, place service order calls with the DPW, and maintain database records of status for all service orders/work orders. The SP shall be the designated Fire Marshall/Bomb Warden and complete required documentation.

1.4.9.3 *Facilities Access*

The SP shall provide access at all times to Government-owned, SP-operated facilities for inspection by any authorized agency or individual as directed by the KO or COR. The SP shall provide support for staff visits and inspections, such as providing knowledgeable personnel to tour and inspect functional areas covered under this effort.

1.4.9.4 *Work in Office Areas*

Government and SP personnel will be working in office areas during working hours. SP performance shall not interfere with Government work in the area where any service or maintenance work is being performed. If the SP believes that Government and other SP personnel are interfering with the performance of the effort described in this PWS, the SP shall notify the COR immediately. The SP is obligated to continue performance of the effort described in this contract unless there is authorization from the KO to stop work. Failure by the SP to notify the COR and receive necessary instructions could result in denial of any additional costs incurred in performance of the contract under such conditions.

1.4.9.5 *Equipment Management*

The SP shall account for the location and status of all GFE and contractor acquired property. This includes all equipment listed in Section C.3 and any subsequent purchases and/or turn-ins. The SP shall label equipment, conduct monthly equipment coordinator walk-through and submit required checklist as shown in TE-2 (Monthly Equipment Coordinator Walk-Thru) IAW CECOM-R 700-20 (Installation Equipment Management Program).

1.4.9.6 *Medical Services*

Medical services for SP personnel are the responsibility of the SP. Under the provisions of AR 40-3 (Army Medical, Dental and Veterinarian Care), Army medical activities will provide emergency care to any person while performing under this effort when required preventing undue suffering or loss of life for job-related injuries. Upon receipt of an invoice from the medical facility, the SP shall ensure the Government is reimbursed at rates prescribed by AR 40-330 (Rate Codes, Expense and Performance Reporting Systems, Centralized Billing and Medical Services Accounts) for emergency medical services provided.

1.4.9.7 *Environmental Protection/Conservation of Utilities and Resources*

The SP shall instruct SP employees in utilities conservation and recycling practices maintained within Government facilities. The SP shall comply with the installation energy conservation plans and participate in energy conservation activities. The SP shall comply with all Federal, State, and local environmental protection laws, regulations, and standards.

1.4.10 Travel

Any travel required during performance of this PWS by the SP's employees shall be at the SP's expense. This travel shall include, but not be limited to, technical conferences, hardware/software training, meetings with other government agencies and performance of work in this PWS.

1.4.11 Warranties

The SP shall execute all existing manufacturer's commercial warranties on Government Furnished Property (GFP) on the Government's behalf and shall be responsible for obtaining warranty repairs with the exception of any property provided under Government Furnished Property "As-Is", FAR 52.245-19. If the SP performs maintenance and repair on equipment that is under warranty without being directed to perform it by the COR, such work shall not be the basis for a claim for equitable adjustment.

SECTION C.2, DEFINITIONS AND ACRONYMS

2.0 Introduction

As used throughout this PWS the following terms have the meaning set forth below. For more definitions and acronyms see regulations.

2.1 Definitions

Acceptable Level of Performance (ALP) — See Workload definition in PWS Section C.2.4.

Activity — Department of the Army unit or organization performing a specific function normally located on an installation for information system support. An activity has approval authority to commit resources (personnel, funds, material) to implement a validated capability requirement or other information system project. Each block on the CECOM unofficial organization chart (Staff Directory) represents an activity.

Application — In information technology, an application is the use of a technology, system, or product. The term application is also a shorter form of application program. An application program is a program designed to perform a specific function directly for the user or, in some cases, for another application program.

Architecture — The infrastructure of corporate resources, their interrelationships, and the principles and guidelines governing their design and evolution over time. It usually encompasses two (2) parts, the baseline and target.

Architecture Description Products — Graphical, textual, and tabular items that are developed in the course of building a given architecture description and which describe characteristics pertinent to its purpose. When completed, this set of products constitutes the architecture description.

Asset — An information resource. Includes data itself and various information models, such as activity, data, and process models.

Asynchronous Transfer Mode (ATM) — A link-level communications protocol that allows for the dynamic allocation of bandwidth using a fixed-size packet, called a cell.

AUTODIN — The DOD automatic switching network for data communications.

Automated Information System (AIS) — Computer hardware, computer software, telecommunications, IT, personnel, and other resources that collect, record, process, store, communicate, retrieve, and display information. Can include computer software only, computer hardware only, or a combination of the above.

Backbone Network — The completion of the routes among all of an organization's networks, present and anticipated. Like the interstate highway system, it is not intended to connect two points, but rather to provide a high-speed corridor that is common to many points.

Bandwidth — A measure of the carrying capacity of a telecommunications link. It determines the speed at which information can be transmitted (bits per second (bps)), how much information can share the link, and the practical range of the applications it can support.

Baseline — A specification or product that has been formally reviewed and agreed upon, and thereafter serves as the basis for further development and can be changed only through formal change-control procedures or a type of procedure such as configuration management (CM).

Basic Rate Interface (BRI) — The simplest ISDN configuration, consisting of two (2) B channels and one D channel.

Bit — The smallest unit of data in digital communications. A single binary value, either 0 or 1.

Bits Per Second (bps) — Used to represent communications line speed or data transfer rate.

Boundary Protection — Design and implementation of security measures including firewalls, filters, extranets, and gateways.

Bridge — In telecommunications networks, a bridge is a product that connects a local area network (LAN) to another local area network that uses the same protocol (for example, Ethernet or Token Ring). A bridge operates at the data-link level of a network. Also, a site specific stand alone process or system/application that directly interfaces with a standard system.

Browser — A program that allows a person to read hypertext. Provides a means to view the contents of nodes and to navigate from one (1) node to another. Netscape, Internet Explorer, Lynx, and W3 are examples of browsers for the World Wide Web (WWW) (they act as clients to remote Web servers).

Byte — A unit of information that is eight (8) bits long. A byte is the unit most computers use to represent a character such as a letter, number, or typographic symbol (for example, “g”, “5”, or “?”). A byte can also hold a string of bits needed for application purposes (for example, the stream of bits that constitute a visual image for a program that displays images).

Capability — The ability to achieve an objective. Examples include Measures of Evaluation (MOEs), Measures of Performance (MOPs), and technical performance parameters.

Central Design Activity (CDA) – An activity that develops/maintains applications/systems and fields them to multiple organizations. Examples include Computer Sciences Corporation (CSC) Logistics Systems Support Office (LSSO), Computer Sciences Corporation (CSC) Industrial Logistics System Office (ILSO) and Army Materiel Command (AMC) Headquarters.

Central Processing Unit (CPU) — The microprocessor that controls the fetching, decoding, and execution of instructions and the transfer of data. Also known as the processor.

Collocate – Technical personnel whose primary work area is at the customer location.

Computer Emergency Response Team (CERT) – An organization that provides a 24 hour security consultation service for Internet users and provides advisories whenever new viruses and other computer security threats are discovered.

Certification Authority Workstation (CAW) — A specialized DMS infrastructure component used to generate information to be stored on individual Personal Computer Memory Card International Association (PCMCIA)-based FORTEZZA cards.

Classified Document/Shipment — Any document or records shipment containing classified information and marked as either TOP SECRET, SECRET or CONFIDENTIAL.

Classified Publications — Any publication marked with a security classification of TOP SECRET, SECRET or CONFIDENTIAL.

Client — A computer system or process that requests a service of another computer system or process (a “server”) (for example, a workstation requesting the contents of a file from a file server is a client of the file server).

Client/Server Model — The computing environment where a server is any process that offers a service; and a client is a process that issues a request for a service and waits for a response.

Command Force Protection Committee — This committee is responsible for ensuring physical and information security for the Fort Monmouth community. The committee defines levels of physical and

information security constraints, dependent on the level of threat. The SP shall provide IMA support to the committee and make recommendations on IMA related issues in support of Force Protection.

Command Publications — CECOM and Fort Monmouth regulations, pamphlets, circulars, supplements, and staff directories.

Commercial Off The Shelf (COTS) — (1) Any goods or services readily obtainable in the commercial market and able to satisfy a requirement without modification or additional development. (2) Refers to an item of hardware or software that has been produced by a contractor and is available for general purchase. Such items are at the unit level or higher. Such items must have been sold and delivered to government or commercial customers, must have passed the customer's acceptance testing, and must be operating under the customer's control and within the user environment. Further, such items must have meaningful reliability, maintainability, and logistics historical data.

Common Object Request Broker Architecture (CORBA) — An Object Management Group (OMG) specification that provides the standard interface definition between OMG-compliant objects.

Common Operating Environment (COE) — A listing of components (hardware and software) that captures the concept of a common or shared operating environment across an enterprise or organization. Provides a standard for the organization to be COE compliant.

Community Domain — Collection of servers running Windows New Technology (NT) operating system, providing file and print services to its members. Provides automatic downloads for security patches. Provides resource for software distribution to the other major Fort Monmouth NT domains.

Compact Disc Read Only Memory (CD-ROM) — A data storage medium using the same physical format as audio compact discs (CDs). CD-ROM is popular for distribution of large databases, software, and especially multimedia applications. The maximum capacity is about 600 megabytes (MB).

Compatibility — The ability of two (2) hardware and/or software components to operate together.

Computer Graphics Interface (CGI) — A set of rules that describe how a Web server communicates with another piece of software on the same machine, and how the other piece of software (the "CGI program") talks to the Web server. Any piece of software can be a CGI program if it handles input and output according to the CGI standard. Usually a CGI program is a small program that takes data from a Web server and does something with it, such as putting the content of a form into an e-mail message, or turning the data into a database query.

Concentrator — Device that joins several communications channels together. It does not spread the signal back out at the receiving end.

Configuration Management (CM) — A discipline applying technical and administrative direction and surveillance to: (a) identify and document the functional and physical characteristics of a configuration item; (b) control changes of those characteristics; and (c) record and report changes to processing and implementation status.

Connectivity — The capability to send and receive information between two (2) locations/devices/business services.

Consultative Committee on International Telegraph and Telephony (CCITT)/International Telecommunications Union (ITU) - The primary international body for fostering cooperative standards for telecommunications equipment and systems. It is located in Geneva, Switzerland.

Cooperative Processing — The transparent distribution of the functions of an application among different computers that work together cooperatively on a network.

Correspondence Management — The application of management techniques to correspondence practices to increase efficiency, improve quality, and reduce costs as prescribed by AR 25-50 (Preparing and Managing Correspondence), CECOM Pamphlet (CECOM-P) 25-50-1 (Handy Reference Training Guide-Army Correspondence), and CECOM Regulation (CECOM-R) 25-50-1 (Electronic Mail-Policies and Procedures).

Customer — The customers serviced in this PWS are listed in TE-1 (Customer List). As referred to in PWS Section C.1.3, the "universes" of customers are defined below:

CECOM Fort Monmouth Activities are elements of CECOM physically located on Fort Monmouth. These activities include:

OFFICE	SYMBOL	LOCATION
Commanding General	AMSEL-CG	Bldg. 1207
Secretary of the General Staff	AMSEL-GS	Bldg. 1207
Small and Disadvantaged Business Utilization Office	AMSEL-SB	Bldg. 1207
Directorate for Safety	AMSEL-SF	Bldg. 2539
Deputy Chief of Staff for Command, Control, Communications, Computers, and Intelligence	AMSEL-AIS	Bldg. 1207
Deputy Chief of Staff for Resource Management	AMSEL-CP	Bldg. 206
Deputy Chief of Staff for Logistics/Engineering	AMSEL-LE	Bldg. 1209E
Chaplain CECOM	AMSEL-CH	Bldg. 500
Equal Employment Opportunity Office	AMSEL-EE	Bldg. 676
Inspector General	AMSEL-IG	Bldg. 675
Public Affairs Office	AMSEL-IO	Bldg. 1207
Australian Liaison	AMSEL-LN-AS	Myer Center
British Liaison	AMSEL-LN-UK	Myer Center
German Liaison	AMSEL-LN-GE	Myer Center
Israeli Liaison	AMSEL-LN-IL	Myer Center
US Air Force Liaison	SFAE-C3S-SC-AFL	Bldg. 105
Army National Guard	AMSEL-LN-NG	Myer Center
Canadian Liaison	AMSEL-LN-CA	Myer Center
Logistics and Readiness Center Headquarters	AMSEL-LC	Bldg. 1208E

Avionics Directorate	AMSEL-LC-CSS	Bldg. 1200W
Communications Directorate	AMSEL-LC-COM	Bldg. 1202W
Intelligence, Electronic Warfare, and Sensors Directorate	AMSEL-LC-IEW	Bldg. 1201
Logistics and Engineering Operations Directorate	AMSEL-LC-LEO	Bldg. 1208E
Readiness Directorate	AMSEL-LC-RE	Bldg. 555
Security Assistance Management Directorate	AMSEL-LC-SA	Bldg. 1208W
Deputy Chief of Staff for Intelligence and Security	AMSEL-MI	Bldg. 1201E
Deputy Chief of Staff for Operations and Plans	AMSEL-PE	Bldg. 1207
Deputy Chief of Staff for Personnel	AMSEL-PT	Bldg. 901
CECOM Legal Office	AMSEL-LG	Bldg. 1207
Internal Review and Audit Compliance Office	AMSEL-IR	Bldg. 286
Research, Development, and Engineering Center Headquarters	AMSEL-RD	Myer Center
Information Systems Integration Office	AMSEL-RD-DB	Myer Center
Army Systems Engineering Office	AMSEL-RD-ASE	Myer Center
Command, Control, and Systems Integration Directorate	AMSEL-RD-C2	Bldg. 2525, 2700
Intelligence, and Information Warfare Directorate	AMSEL-RD-IW	Bldg. 600
Space and Terrestrial Communications Directorate	AMSEL-RD-ST	Myer Center
Software Engineering Center Headquarters	AMSEL-SE	Bldg. 1210
Architecture and Technology Directorate	AMSEL-SE-AT	Bldg. 1209
Business Management Directorate	AMSEL-SE-BMD	Bldg. 1210
Operations Directorate	AMSEL-SE-OP	Bldg. 1210
Army Interoperability Engineering Directorate	AMSEL-SE-OP-AI	Bldg. 1209
Replication, Distribution, Installation, and Training Office	AMSEL-SE-RDIT	Bldg. 1209
C4IEWS Directorate	AMSEL-SE-WS	Bldg. 1210
Business Systems Directorate	AMSEL-SE-BS	Bldg. 1210

Directorate for Corporate Information	AMSEL-IM	Bldg. 1150
Systems Management Center	AMSEL-DSA	Bldg. 283
Operations Directorate	AMSEL-DSA-OP	Bldg. 283
Mission Support Directorate	AMSEL-DSA-MS	Bldg. 283
PM Small Computer Program	AMSEL-DSA-SCP	Bldg. 283
PM Firefinder	AMSEL-DSA-FF	Bldg. 2525
PM Defense Communications and Army Switched Systems	AMSEL-DSA-SW	Bldg. 283
PM Defense Communications and Army Transmission Systems	AMSEL-DSA-TS	Bldg. 209
Command Center Upgrades and Special Projects	AMSEL-DSA-CC	Bldg. 283
Commander in Chief (CINC) Interoperability Program Office	AMSEL-CG-CIPO	Myer Center
SGS Deputy/Legislative Liaison	AMSEL-GS	Bldg. 1207
Command Sergeant Major	AMSEL-CSM	Bldg. 1207
Chief of Staff	AMSEL-CS	Bldg. 1207
Deputy to the Commanding General	AMSEL-CG-D	Bldg. 1207
Deputy to the Chief of Staff	AMSEL-DCS	Bldg. 1207
CECOM Acquisition Center	AMSEL-AC	Bldg. 1208E and W
USA GARRISON, Fort Monmouth	SELFM	Bldg. 286

CECOM non-Fort Monmouth Activities include CECOM organizations that are not physically located at Fort Monmouth. These activities are sometimes referred to as CECOM non-resident activities. These activities include:

OFFICE	**SYMBOL**	**LOCATION**
C4IEWS Directorate, Fire Support Software Engineering	AMSEL-SE-WS-FS	Fort Sill, OK
C4IEWS Directorate Avionics/Intelligence Warfare Software Engineering	AMSEL-SE-WS-AI-IF	Fort Huachuca, AZ
Information Systems Software Center	AMSEL-SE-ITCB-C	Fort Belvoir, VA
Logistics Systems Support Center	AMSEL-SE-BSD-LS	St Louis, MO

Industrial Logistics Systems Center	AMSEL-SE-BSD-IL	Chambersburg, PA
Night Vision and Electronic Sensors Directorate	AMSEL-RD-NV	Fort Belvoir, VA
Information Systems Engineering Command	AMSEL-IE	Fort Huachuca, AZ
Headquarters, Headquarters Company	AMSEL-IE-HC	Fort Huachuca, AZ
Mission Support Directorate	AMSEL-IE-MS	Fort Huachuca, AZ
Infrastructure Systems Engineering Directorate	AMSEL-IE-IS	Fort Huachuca, AZ
Transmission Systems Directorate	AMSEL-IE-TS	Fort Huachuca, AZ
Technology Integration Center	AMSEL-IE-TI	Fort Huachuca, AZ
Force Projection Engineering Directorate	AMSEL-IE-FP	Fort Huachuca, AZ
Messaging Systems Engineering Directorate	AMSEL-IE-ME	Fort Huachuca, AZ
Special Projects Office	AMSEL-IE-SP	Fort Huachuca, AZ
Fort Belvoir Engineering Office	AMSEL-IE-BE	Fort Belvoir, VA
Fort Lee Engineering Office	AMSEL-IE-LE	Fort Lee, VA
Fort Detrick Engineering Office	AMSEL-IE-DE	Fort Detrick, MD
Pentagon Engineering Office	AMSEL-IE-PE	Alexandria, VA
PM Mobile Electric Power	AMSEL-DSA-MEP	Springfield, VA
PM Information Management and Telecommunications Pentagon Renovation	AMSEL-DSA-PR	Arlington, VA
PM Information Warfare	AMSEL-DSA-IW	Hanover, MD
PM Physical Security Equipment	AMSEL-DSA-PR	Fort Belvoir, VA
Technology Applications Office	AMSEL-DSA-TA	Fort Detrick, MD
CECOM Acquisition Center Washington Operations Office	AMSEL-AC-W	Alexandria, VA
Materiel Developer Cell HQ, III Corps and Fort Hood	AFZF-DFCC	Fort Hood, TX
Tobyhanna Army Depot	AMSEL-TY	Tobyhanna, PA
Communications Security Logistics Activity	SELCL	Fort Huachuca, AZ
PM Global Positioning System	AMSEL-DSA-GPS	El Segundo, CA
Software Development Center Lee	AMSEL-SE-IS-SDL	Fort Lee, VA

Software Development Center Washington	AMSEL-SE-IS-SDW	Fort Meade, MD

CECOM Worldwide includes both CECOM Fort Monmouth and CECOM non-Fort Monmouth Activities.

Fort Monmouth Resident Activities include organizations physically located at Fort Monmouth that are not organizationally CECOM activities. These activities include:

OFFICE		**LOCATION**
Program Executive Office Intelligence, Electronics Warfare, and Sensors	SFAE-IEW&S	Myer Center
PM Joint Surveillance Target Attack Radar System	SFAE-IEW&S-JS	Bldg. 550
PM Combat Identification	SFAE-IEW&S-CI	Bldg. 563
PM Signals Warfare	SFAE-IEW&S-SG	Bldg. 296
PM Tactical Endurance Synthetic Aperture Radar	SFAE-IEW&S-NV-TS	Bldg. 2525
Program Executive Office Command, Control, and Communications Systems	SFAE-C3S	Myer Center
Force XXI Battle Command Brigade and Below	SFAE-C3S-FB	Bldg. 2525
PM Field Artillery Tactical Data Systems	SFAE-C3S-FS	Bldg. 457
PM Warfighter Information Network Terrestrial	SFAE-C3S-WIN-OPM	700 Area
PM MILSATCOM	SFAE-C3S-MS-A	Bldg. 909 and 910
PM Army Tactical Command and Control Systems	SFAE-C3S-AT	Bldg. 455 and Myer Center
Defense Automated Printing Service	DAPS	Myer Center
Defense Security Service	DSS	Bldg. 899
Defense Information Systems Agency Engineering and Interoperability (D6) Joint Interop and Engr Organization (JIEO)	JIEO-JEBB	Bldg. 283
Fort Monmouth Resident Agency	CIRCX-RMM	Bldg. 917
Northeast Regional Storage Management Office	MTDC-PPN	Bldg. 1107
US Army Audit Agency	SAAG-NJFO	Bldg. 418
Defense System Management College	AMSEL-PT-HRDD	Bldg. 551
US Military Academy Prep School	MAPS-C	Bldg. 1205
US Army Medical Dept Activity	MCXS-Z	Bldg. 1075

US Army Dental Clinic Command	MCBS	Bldg. 814
754th Ordnance Company	AFYB-AA	Bldg. 289
842nd US Army Transportation Battalion	MTDC-SOM-C	Bldg. 942
902d Military Intelligence Detachment	IAMG-B-MO	Bldg. 292

Data — The representation of numbers, text, graphics, images, and/or voice stored in a form that can be processed by a computer.

Data Architecture — A framework for organizing data into manageable groupings to facilitate their shared use and control throughout a designated community of interest (for example, the logistics community).

Database — A collection of data organized according to a conceptual structure describing the characteristics of these data and the relationships among their corresponding entities and supporting application areas.

Database Management System (DBMS) — (1) A system, based on hardware and software, for defining, creating, manipulating, controlling, managing, and using databases. The software for using a database may be part of the DBMS or may be stand-alone. (2) A computer-based system used to establish, make available, and maintain the integrity of a database, that may be invoked by nonprogrammers or by application programs to define, create, revise, retire, interrogate, and process database transactions and to update, back up, recover, validate, secure, and monitor the database.

Data Communications — The transmission of computer generated information.

Data Management Routines – Specialized software called data management routines was developed to access the unique integrated master and index files developed for use within the Commodity Command Standard System. The concepts, facilities, and use of these DMRs are described in CCSSOI 18-320, Volume 1 found at http://www.lssc.army.mil/rlads.html

Data Warehousing — (1) A system that stores, retrieves, and manages large amounts of any type of data. Data warehouse software often includes sophisticated compression and hashing techniques for fast searches, as well as advanced filtering. (2) A database, often remote, containing recent snapshots of corporate data. Planners and researchers can use this database freely without worrying about slowing down day-to-day operations of the production database.

Defense Message System (DMS) — A network-centric, software-based messaging system that provides worldwide secure writer-to-reader messaging for all DOD customers. It is the replacement system for the Automatic Mail Server (AMS), Automatic Digital Network (AUTODIN) and Desktop Interface to AUTODIN Host (DINAH).

Distributed Systems — Systems that link central host computers with decentralized workstations in order to distribute the processing workload.

Distribution List – The following formulas are used to indicate distribution of CECOM memorandums, endorsements, and all other communications requiring wide dissemination:

(1) Distribution M = CECOM Fort Monmouth — any CECOM activity located at Fort Monmouth and Program Executive Offices (PEOs), Program Managers (PMs), and the liaison offices.

(2) Distribution O = CECOM Worldwide — any CECOM activity located outside Fort Monmouth Area.

(3) Distribution R = Fort Monmouth Community — includes resident activities located at Fort Monmouth.

Document — Recorded information regardless of physical form. May include text, bit-mapped images, and spreadsheets. Also includes electronic versions of framework products.

Domain — 1) For Microsoft networking, a collection of computers that share a security context and account database stored on a Windows NT Server domain controller; 2) For DNS, a set of Internet address friendly names that belong to a particular hierarchical structure within the Internet namespace.

Domain Name Service (DNS) – A static hierarchical name service for TCP/IP hosts.

Dynamic Data Exchange (DDE) — The capability of applications to simultaneously exchange information and commands. Also known as interprocessing communication.

Dynamic Hypertext Markup Language (HTML) — By combining HTML with Cascading Style Sheet (CSS) and client side scripting, Dynamic HTML makes static Web pages appear live, interactive and more attractive.

Electronic Mail (E-Mail) — The electronic exchange of information which enables people to send messages without having to make direct contact or know each others location.

Enclave — In the context of the Defense Message System (DMS), a group of DMS workstations at a given classification level. Firewalls and encryption devices are used to protect connectivity between enclaves, ensuring confidentiality and integrity of data communications between enclaves.

Energy Star — A power efficiency standard to which all Government microcomputer systems must conform.

Enterprise — The highest level in an organization to include all missions and functions.

Enterprise Management System – An integrated system that is used to manage a complex heterogeneous IT infrastructure. This integrated solution provides a wide range of capabilities necessary to manage IT resources, such as, but not limited to: asset management, problem/event management, and remote control; all from a centralized location.

Enterprise Security Management — This is commonly referred to as information assurance and incorporates the security activities of intrusion detection, incident response, network mapping, boundary protection, and vulnerability analysis as an integrated program within network operations. As part of the strategy, all potential intrusions are identified down to the server level to include all system administrator corrective actions.

Essential Products — Products needed to enable the framework's goal of facilitating the development and integration of architectures within and across DOD organizational boundaries and between DOD and multinational elements. These products are required of all architecture descriptions, with some exceptions.

Ethernet — A local area network (LAN) first described by Metcalfe & Boggs of "Xerox PARC" in 1976. Specified by Digital Equipment Corporation (DEC), INTEL & XEROX (DIX), and the Institute of Electrical and Electronics Engineers (IEEE) *802.3*.

Executive Level Manager – Civilian rank of GS-15 and higher, Military rank of Colonel and higher, or Lt. Colonel's who are major activity chiefs.

Extensible Markup Language (XML) — A flexible text-based data format created by the World Wide Web Consortium (W3C) that publishes data like documents published in HTML. An international standard for

describing the markup of structured documents. All documents are stored as text only files, and using markup that describes the structure of documents, rather than their physical appearance.

Extranet — An Extranet is an Intranet that is open to selective access by parties outside of the organization. Many organizations implement extranets in order for their partners or users to participate in some internal aspects of their intranets. Unlike the Internet, an extranet is not wide open, and unlike an intranet, an extranet is not restricted to internal use.

Facility — Real property, having a specified use, that is built or maintained by people (for example, a computing megacenter).

Fiber Distributed Data Interface (FDDI) — A fiber optic network standard which can support the high-speed transmission of data, images, and video over a wide geographical area.

File Compatibility — Describes the point at which a file can share commands, formats, and languages with another file.

File Transfer Protocol (FTP) — A protocol that allows a user on one (1) computer to transfer files to and from another computer over a Transmission Control Protocol/Internet Protocol (TCP/IP) network.

Firewall — An access control medium between the Internet and enterprise.

Firmware — The combination of a hardware device and computer instructions or computer data that reside as read-only software in the hardware device.

Flag Officer — A term applied to an officer holding the rank of General, Lieutenant General, Major General, or Brigadier General in the US Army, Air Force or Marine Corps or Admiral, Vice Admiral, or Rear Admiral in the US Navy or Coast Guard.

For Official Use Only (FOUO) — A protective marking for restricted information.

Fort Monmouth Network Backbone — The Fort Monmouth Network Backbone (that is, the Metropolitan Area Network (MAN)) referred to in this document, is a fiber-based infrastructure to connect LANs located in buildings around Fort Monmouth. This infrastructure provides the capability for Internet access and access to common user servers (for example, e-mail, UNIX servers, mainframe access) at Fort Monmouth and other DOD installations, from the various user areas located in these buildings. The MAN, in turn, is connected to the Defense Information System Network (DISN) at the Nonsecure Internet Protocol Router Network (NIPRNET) router to provide the Wide Area Network (WAN) access to the Internet and DOD installations.

Full Backup — Creating a complete duplicate copy of all images in a given storage device.

Function — Appropriate or assigned duties, responsibilities, missions, tasks, powers, or duties of an individual, office, or organization. A functional area may be composed of one (1) or more functional activities each consisting of one (1) or more functional processes (for example, interviews).

Functional Area — A major area of related activity, such as Ballistic Missile Defense, Logistics, or Command and Control (C2) support.

Gateway — A communications station/node that provides protocol conversation and access to or from other geographical areas or access to other networks within the same geographic area. In addition, it provides an interface between networks of varying protocols.

Global Combat Support System (GCSS) — An approach, defined by DISA, that focuses on the development of a Common Operating Environment (COE), common data environment, and shared infrastructure services that enable interoperability.

Global Data Management System (GDMS) — A Joint Computer-Aided Acquisition and Logistics Support (JCALS) tool that manages, tracks, and accesses data stored in numerous and disparate systems across DOD.

Government Off The Shelf (GOTS) — Software developed for and owned by the government.

Graphical User Interface (GUI) — The use of pictures rather than just words to represent the input/output (I/O) of a program. A program with a GUI runs under some windowing system (for example, X Window System, Microsoft (MS) Windows, Acorn Reduced Instruction Set Computer (RISC) operating system (OS), NEXTSTEP). The program displays certain icons, buttons, and dialogue boxes in its windows on the screen. The user controls the icons mainly by moving a pointer on the screen, typically controlled by a mouse, and selecting certain objects by pressing buttons on the mouse while the pointer is pointing at them.

Graphics Interface Format (GIF) — The unofficial standard graphics format used in HTML documents.

Guidance — A statement of direction. It includes doctrine, laws, and directives. (This definition is broader and more directive than the definition used in some contexts.)

Hardware — (1) Physical equipment, as opposed to programs, procedures, rules, and associated documentation. (2) Contrast with software. (3) The physical equipment or devices forming a computer and peripheral components.

High Availability – A solution to provide data redundancy or service continuation in the event of failure. A high availability e-mail cluster will provide CECOM mail users with virtually uninterrupted access to mail services and resources.

Host Computer — A central processor that provides information and computer processing support to a designated-user community.

HP-UX — HP's version of UNIX that runs only on HP's Precision Architecture RISC platforms.

Homepage — Is accessed via the WWW by using a browser, or universal client and is commonly referred to as a web page. It is typically written in HTML, which provides the capacity to link "hot" words to other words, graphics, or pages. The home page is usually the point of entry for a web site, with hyperlinks to the other pages.

Hub — In data communications, a hub is a place of convergence where data arrives from one (1) or more directions and is forwarded out in one (1) or more other directions. In describing network topologies, a hub topology consists of a backbone (main circuit) to which a number of outgoing lines can be attached ("dropped"), each providing one (1) or more connection ports for devices to attach to. In describing a LAN product, a device that has multiple host connections that connects to a switch or router.

Hypertext — Hypertext links documents to other pieces of text elsewhere.

Hypertext Markup Language (HTML) — A hypertext document format used on the WWW to create Web pages.

Hypertext Transfer Protocol (HTTP) — The client-server TCP/IP used on the WWW for the exchange of HTML documents.

Icon — An on-screen symbol that represents a program file, data file, or other computer function. Icons are found in graphical user interfaces.

Image Technology — Category of applications that convert images, such as documents and photographs, into data that can be manipulated by computers.

Incremental Backup — The process of backing up all image updates that have been updated since the last full backup of a storage device.

Information Exchange Requirement (IER) — A subtype of requirement. Represents the relationships among tasks, operational elements, and information flow. May be many-to-many.

Information Management (IM) — The creation, use, sharing, and disposition of information as a resource critical to the effective and efficient operation of functional activities. The structuring of functional processes to produce and control the use of data and information within functional activities, Information Systems (ISs), and computing and communication infrastructures.

Information Technology (IT) — The technology included in hardware and software used for government information, regardless of the technology involved, whether computers, communications, micrographics, or others.

Infrastructure — (1) Most generally relates to, and has, a hardware orientation but is frequently more comprehensive and includes software and communications. Collectively, the structure must meet the performance requirements of, and capacity for, data and application requirements. Just citing standards for designing an architecture or infrastructure does not include functional and mission-area requirements for performance; performance requirement metrics must be an inherent part of an overall infrastructure to provide performance interoperability and compatibility. (2) Identifies the top-level design of communications, processing, and OS software and describes the performance characteristics needed to meet database and application requirements. Provides a geographic distinction of components to locations. The service provider for these capabilities defines the infrastructure architecture. It includes processors, OSs, service software, and standards profiles that include network diagrams showing communication links with bandwidth, processor locations, and capacities to include hardware builds versus schedule and costs.

Initial Distribution — The method for distributing new, revised, and changes to publications.

Input/Output (I/O) — Communication between a computer and another computer or peripheral equipment.

Integrated Dictionary — A document containing definitions of any new terms used that do not appear in standard lexicons, data dictionaries, or data models.

Integrated Services Digital Network (ISDN) — A set of CCITT/ITU standards for digital transmission over ordinary telephone copper wires as well as over other media. In concept, it is the integration of both analog or voice data together with digital data over the same network.

Integrated Software — A type of software that combines several applications such as word processing, database, and spreadsheet. It allows users to exchange information back and forth between the different applications.

Integration — The result of an effort that seamlessly joins two or more similar products (e.g., individual system elements, components, modules, processes, databases, or other entities) to produce a new product. The new product functions as a replacement for the two (2) or more similar, but less capable, entities or products within a framework or architecture. An “integration architecture” is a “framework for combining software components, hardware components, or both into an overall system.”

Interface — A boundary or point common to two (2) or more systems, subsystems, or other entities against which or to which necessary information flow takes place.

Internet — (Note: capital “I”). The Internet is a worldwide collection of millions of computers and the systems that allow them to be interconnected. The World Wide Web is the largest electronic information reservoir in the world, and lets computers electronically transfer hypermedia-based data over the Internet.

Internet Access Provider (IAP) — A company that provides individuals and other companies access to the Internet.

Internet Explorer — An Internet browser marketed by Microsoft.

Internet Operating System (IOS) Software - Cisco system software that provides common functionality, scalability, and security for all products under the CiscoFusion architecture (Cisco internetworking architecture that "fuses" together the scalability, stability and security advantages of the latest routing technologies with the performance benefits of ATM and LAN switching, and the management benefits of Virtual LANs). The Cisco IOS software allows centralized, integrated, and automated installation and management of internetworks, while ensuring support for a wide variety of protocols, media, services and platforms.

Internetworking - General term used to refer to the industry devoted to connecting networks together. The term can refer to products, procedures and technologies.

Interoperability — (1) The ability of two (2) or more systems or components to exchange data and use information. (2) The ability of the systems, units, or forces to provide and receive services from other systems, units, or forces, and to use the services interchangeably so as to enable them to operate effectively. The conditions achieved among communications-electronics (C-E) systems or items of C-E equipment when information or services can be exchanged directly and satisfactorily between them and/or their users. (3) The condition achieved among C-E systems or items of C-E equipment when information or services can be exchanged directly and satisfactorily between them and/or their users. The degree of interoperability should be defined when referring to specific cases.

Intranet — An Intranet is a private, organization-wide network that uses the same technologies as the Internet. An Intranet allows organizations to take advantage of Internet-based tools, such as e-mail, Web browsing, and file transfers within an organization's private network.

Intrusion Detection System (IDS) Provides an additional layer of assurance through the monitoring of network activity to detect and report suspicious, unauthorized, or harmful activities.

Java — Java is a network-oriented programming language invented by Sun Microsystems that is specifically designed for writing programs that can be safely downloaded to your computer through the Internet and immediately run without fear of viruses or other harm to your computer or files. Using small Java programs (called "Applets"), Web pages can include functions such as animations, calculators, and others.

Javascript — Javascript is a programming language, normally embedded inside the regular Web pages to add additional features to the Web page such as data validation, animation, and others.

Java Virtual Machine (VM) — Java VM is the runtime environment that is built into browsers to enable them to run Java Applets.

Job Control Language (JCL) — A language for describing jobs and how they are to be accomplished by the operating systems of mainframes. JCL statements specify input to be accessed, output to be created, and resources required for the job.

Keyplus — An on-line data entry system which runs on International Business Machines (IBM) (and compatible) mainframes. It is the standard data entry system for the Commodity Command Standard System (CCSS) and local applications processed on the DECC-S mainframe.

Legacy Environments — Could be called legacy architectures or infrastructures and, at a minimum, consist of a hardware platform and an OS. Have been identified for phase-out, upgrade, or replacement. All data

and applications software that operate in a legacy environment must be categorized for phase-out, upgrade, or replacement.

Legacy Systems — Systems that are candidates for phase-out, upgrade, or replacement. Generally, legacy systems are in this category because they do not comply with data standards or other standards. Legacy system workloads must be converted, transitioned, or phased out (eliminated). Such systems may or may not operate in a legacy environment.

Link — The cables, wires, or paths that the electrical, optical, or radio-wave signals traverse.

Local Application — An application developed and/or maintained by the SP.

Local Area Network (LAN) — A data network, located on a user's premises, within a limited geographic region. Communication within a LAN is not subject to external regulation; however, communication across the network boundary may be subject to some form of regulation.

Local Business Systems – Systems designed, developed and maintained by an organization's organic IT resources to support mission requirements.

Local Form — A form used only within a CECOM unit, activity, or installation.

Logistics — The science of planning and carrying out the movement and maintenance of forces. In its most comprehensive sense, those aspects of military operations that deal with: (a) design and development, acquisition, storage, movement, distribution, maintenance, evacuation, and disposition of materiel; (b) movement, evacuation, and hospitalization of personnel; (c) acquisition or construction, maintenance, operation, and disposition of facilities; and (d) acquisition or furnishing of services.

LOGMOD — Logistics Modernization (LOGMOD) The contractor team will initially provide services to transfer and sustain, Commodity Command Standard System (CCSS) Standard Depot System (SDS), and associated applications. Concurrent with sustainment of the current system, the contractor team will modernize the US Army's wholesale logistics business processes and enabling information technology. The goal of the modernization effort is to reengineer the current wholesale logistics business processes facilitated by the appropriate enabling information technology, to provide integrated, seamless, flexible information management services in support of the Army's wholesale logistics mission. This modernization effort will achieve dramatic performance improvements, reductions in cycle times, out-of stock rates and significant increases in on-time delivery. Ultimately, the effort shall achieve seamless logistics, focused on systems interoperability, within the context of the vision for the Global Combat Support System-Army (GCSS-Army). Finally, the point of the modernized system would be to do away with the majority of the bridges and unique work by providing new business rules and processes and by providing great flexibility in the Information Technology to arrange data.

Mainframe — Originally referred to the cabinet containing the CPU. After the emergence of smaller "minicomputer" designs in the early 1970s, the traditional big iron machines were described as "mainframe computers" and eventually just as mainframes. (The term carries the connotation of a machine designed for batch rather than interactive use, though possibly with an interactive time-sharing OS retrofitted onto it. The latter use is often referred to machines built by IBM.)

Maintenance Personnel — Individuals who maintain and repair ADPE Hardware and Software IAW with applicable manufacturer's specifications, including diagnosing failures, performing required adjustments, replacing faulty parts and testing repaired equipment to ensure proper operation.

Mechanism — A physical resource that is involved with the performance of an activity (for example, personnel, weapons, automated systems).

Message — Correspondence transmitted electronically by the CECOM Telecommunications Center.

Microsoft (MS) Office — A suite of office automation (OA) software products (for example, word processing, e-mail, spreadsheet, database, scheduling, and presentation graphics) bundled together and marketed by MS.

Middleware — Software that mediates between an application program and a network (for example, the GDMS layer is the middleware layer in a distributed data environment).

Migration — The process of incrementally creating a more streamlined, efficient, smaller, and cheaper suite of system(s).

Mission — An objective.

Mission-Area — The general class to which an operational mission belongs.

Mixed Series Records Shipment — A records shipment of one (1) box that includes more than one (1) of The Army Functional Files System (TAFFS) or MARKS file numbers, and which may include files from more than one (1) organization. This shipment is assigned one (1) accession number.

Modem — A device, which enables digital information to be, transmitted over analog telephone lines.

Modern Army Record-keeping System (MARKS) — A system for identifying and arranging Army records prescribed by AR 25-400-2 (The Modern Army Record Keeping System (MARKS)). This system applies to fiscal year records created on or after 01 Oct 1987, and calendar year records created on or after 01 Jan 1987.

Monmouth Domain — A collection of servers running the Windows NT Server operating system and the Exchange Server e-mail application providing electronic mail and related services to the Fort Monmouth community.

Multimedia — The use of the computer in the combination of graphics, sound, animation, video, text, and data.

Multiple Virtual System (MVS) [(XA, emergency standalone (ESA)] — A mainframe OS product marketed by IBM.

Netscape — An Internet browser software product marketed by Netscape.

NetWare — A network OS product (LAN) marketed by Novell.

Network — The joining of two (2) or more components for the purpose of exchanging verbal, nonverbal, or electronic communications, or transporting personnel, equipment, or other resources. Not limited to communications. Can be transportation, power, or other network.

Network Topology Mapping — Provides continuing awareness of the network landscape including routing, gateways, and services.

Node — (1) An element of architecture that may represent a role, an organization, a facility, or even an individual workstation, depending on the purpose and the level of detail needed in the architecture description. (As used in the framework; no formal definition yet established.) (2) A primitive that is a component of a network (not limited to a node in a communications network). Can be combined with arcs (using NODE-ASSOCIATION) to represent virtually any network or graph structure.

Normalization —In database management, to apply a body of techniques to a relational database in order to minimize the inclusion of duplicate information. Normalization greatly simplifies query and update management, including security and integrity considerations, although at the expense of creating a larger number of tables.

Object-Linking and Embedding (OLE) — The capability to create an application containing information created by other applications in a single context, by selecting the object of interest, rather than manually switching to different applications to manipulate the data.

Object-Oriented — A methodology in which a system or components are expressed in terms of objects or modules which are independent of one another, but can interact by exchanging message requests and responses.

OC3 Line: A 155 megabits per second telecommunications and/or data transmission circuit provided by a long distance carrier.

OC12 Line: Similar to an OC3 line, but with a speed of 622 megabits per second.

Office Automation (OA) — The integration of office activities by means of an information processing system to enhance office productivity. Includes the processing and communication of text, voice, images, and video. Data processing activities, such as payroll or order entry, are not usually referred to as OA.

On-Site Assistance — A visit to an activity in response to a request by the activity for assistance in resolving a records management issue within the activity. A follow-up memorandum will summarize the issue and recommendation.

Open System(s) — (1) A system capable of communicating with other open systems using international standard protocols. (2) A system that implements sufficient open specifications for interfaces, services, and supporting formats to enable properly engineered applications software to: (a) be ported with minimal changes across a wide range of systems; (b) interoperate with other applications on local and remote systems; and (c) interact with users in a system that facilitates user portability.

Open Systems Environment — The complete set of interfaces, services, and supporting formats for interoperability and/or portability of applications, data, or people as specified by information technology standards and profiles.

Open Systems Interconnection (OSI) — The interconnection of open systems IAW International Standards Organization (ISO) standards and CCITT/ITU recommendations for the exchange of data.

Operating System (OS) — A collection of software, hardware, and firmware elements that controls the execution of programs and that may provide services such as resource allocation, scheduling, I/O control, and data management.

Operational Architecture — Descriptions of the tasks, operational elements, and information flows required to accomplish or support a war fighting function.

Operational Architecture View — A doctrine-driven description of the tasks, operational elements, and information flows required to accomplish or support a military operation.

Optical Connection — A telecommunications device, that accesses a system via fiber optic cable.

Organization — An administrative structure with a mission. Includes military organizations, agencies, units, operational facilities (OPFACs), and even governments. (The term is used in a very broad sense throughout this document.)

Permanent Records — Records with a permanent retention, as specified in TAFFS or MARKS, or unscheduled records pending determination of a retention period.

Personal Staff – CECOM Personal Staff consists of the Commanders Aide-de-Camp, the Chaplain, Inspector General, Public Affairs, Legal, and IRAC Offices.

Platform — The entity of the Technical Reference Model (TRM) that produces common processing and communication services that are provided by a combination of hardware and software and are required by users, mission-area applications, and support applications.

Plug-Ins — A (usually small) piece of software, that adds features to a larger piece of software. Common examples are plug-ins for the Netscape browser and Web server. Adobe PhotoShop also uses plug-ins. The idea behind plug-ins is that a small piece of software is loaded into memory by the larger program, adding a new feature, and that users need only install the few plug-ins that they need, out of a much larger pool of possibilities. People other than the publishers of the original software usually create a plug-in.

Portability — (1) The ability to transfer data from one (1) system to another without being required to recreate or reenter data descriptions or to significantly modify the application being transported. (2) The ability of software, or of a system, to run on more than one (1) type, or size, of computer or under more than one (1) OS.

Portable Document Format (PDF) — Unlike HTML, PDF files contain all the information necessary to duplicate the original document: fonts, kerning information, and positioning data.

Process Model — Provides a framework for identifying, defining, and organizing the functional strategies, functional rules, and processes needed to manage and support the way an organization does, and wants to do, business. Provides a graphical and textual framework for organizing the data and processes into manageable groups to facilitate shared use and control throughout the organization.

Program — A program is a specific set of ordered operations for a computer to perform. Programs can be characterized as interactive or batch depending on what drives them and how continuously the programs run. An interactive program receives data from an interactive user (or possibly from another program that simulates an interactive user). A batch program runs, does its work, and then stops. Interactive users who request their interactive program to run the batch program can start batch programs. Programs are written in computer language.

Protocol — Hardware and software procedures used to transfer cryptographic, voice, data, and control information between subscriber terminals and switching facilities.

Prototype — A model suitable for design evaluation.

Quality Assurance – This is a structured program used by the Army to monitor the actions of either the contractor or the MEO to ensure the Army gets the work done that is required by the PWS.

Quality Control – Refers to actions taken by a contractor or the MEO to control the production of goods or services so that they will meet the requirements of the PWS.

Read-Only Memory (ROM) — A storage device in which data, under normal conditions, can only be read.

Records — Any recorded information, regardless of media or characteristics, that is created, received or maintained by any entity of the Department of the Army, as evidence of the organization, functions, policies, decisions, procedures, operations, or other activities of the Department of the Army or because of the informational value of the data in them.

Reduced Instruction Set Computer (RISC) — A processor with a design based on the rapid execution of a sequence of simple instructions, rather than on the provision of a large variety of complex instructions, as in a Complex Instruction Set Computer.

Relay — A device that allows interconnection of dissimilar networks.

Requirement — A need or demand. A subtype of guidance. May be specified in other guidance or derived from necessity and circumstances.

Retention Period — The length of time a file must be kept before it is destroyed. Files not authorized for destruction have a retention period of "permanent", or are pending final determination of permanent status.

Router — A device that forwards communications traffic between networks. The forwarding decision is based on network layer information and routing tables often constructed by routing protocols.

Rule — A statement that defines or constrains some aspect of the enterprise.

Runbooks – The set of instructions provided to the operational organization by the application/system developer and maintainer. The documentation usually includes necessary information about computer system requirements, setup instructions, and instructions on the use and maintenance of the application/system.

Seamless — (1) The ability of facilities to call or exchange data with one another in a direct manner. (2) Integration of the user interface that allows a user to access one (1) facility through another without any noticeable change in user interface conventions.

Security Certificate — A chunk of information (often stored as a text file) that is used by the Secure Socket Layer (SSL) protocol to establish a secure connection. Security Certificates contain information about to whom it belongs, by whom it was issued, a unique serial number or other unique identification, valid dates, and an encrypted "fingerprint" that can be used to verify the contents of the certificate. In order for an SSL connection to be created both sides must have a valid Security Certificate.

Sensitive Forms — Forms that are subject to possible fraudulent use, such as an award certificate signed by the Secretary of the Army.

Server — Computer specifically optimized to provide software and other resources to other computers over a network.

Single Series Records Shipment — A records shipment of one (1) or more boxes, under one (1) MARKS number, and accumulated by one (1) organizational element. The shipment is assigned one (1) accession number.

Skewness - The difference between what is and what should be. In Databases, the misalignment/imbalance of data within the database structure causing increased processing overhead and slowness of access times.

Sniffer – Software and/or hardware that analyzes traffic and detects bottlenecks and problems in a network.

Software — Various kinds of programs used to operate computers and related devices. Users interface directly with application software, as opposed to system software (such as an operating system) which supports application software.

Sound Board — A circuit board that enables a computer to produce signals that can operate a speaker and create sound.

Special Staff – CECOM Special Staff consists of the Secretary of the General Staff (SGS), the SGS Deputy/Legislative Liaison, Equal Employment Opportunity (EEO) Office, Command Historian, Protocol, Small and Disadvantaged Business Utilization Office (SADBUO), and Directorate for Safety.

Standard — An agreement for a procedure, product, or relationship.

Standard Generalized Mark-up Language (SGML) — A "META" language which is designed to be processed in a standard way by computer applications, on any hardware and software platform. SGML is typically used to write specific languages that allow software applications to identify information elements unambiguously. SGML is a superset of HTML and XML.

Standards Technology Forecast — A detailed description of emerging technology standards relevant to the systems and business processes covered by the architecture.

Standard System — A process or system/application fielded to two (2) or more sites/customers.

Stovepipe System — A system, often dedicated or proprietary, that operates independent of other systems. It often has unique, nonstandard characteristics.

Structured Query Language (SQL) — A relational database manipulation language that provides a consistent, English, keyword-oriented set of facilities for query, data definition, data manipulation, and data control.

Supporting Products — Products that provide additional, supporting data that may sometimes be needed to supplement the essential products. These products may provide a graphical representation to facilitate human communication, or may serve as a tabular format for information captured on graphical products, to facilitate populating and manipulating supporting databases. The products may also represent incremental steps in producing other products.

Switched Ethernet — Local area network switch technology.

System — Any organized assembly of resources and procedures united and regulated by interaction or interdependence to accomplish a set of specific functions.

System Design — The preparation of an assembly of methods, procedures, or techniques united by regulated interaction to form an organized whole.

System Evolution — The process of spreading in scope while increasing functionality and flexibility of system(s).

System Technology Forecast — A detailed description of emerging technologies and specific hardware and software products.

Systems Architecture — (1) Descriptions, including graphics of systems and interconnections, providing for or supporting warfighting functions. ITF IAP and Framework, Version 1.0. (2) A description including graphics of the systems and interconnections providing for or supporting a warfighting function. Defines the physical connection, location, and identification of such key nodes as circuits, networks, and warfighting platforms, and allocates system and component performance parameters. Is constructed to satisfy Operation Architecture requirements in the standards defined in the technical architecture. Shows how multiple systems within a domain or an operational scenario link and interoperate, and may describe the internal construction or operations of particular systems in the systems architecture.

Systems Architecture View — A description, including graphics, of systems and interconnections supporting or providing for military operations. Includes the physical connection, location, and identification of key nodes, circuits, networks, and warfighting platforms, and specifies system and component performance parameters.

T1 Line — A 1.544 megabits per second (mbps) telecommunications circuit provided by a long distance communications carrier (American Telephone and Telegraph [AT&T], Microwave Communications Inc. [MCI]) for voice and/or data transmissions.

T3 Line — Similar to a T1 line, except with a speed of 44.736 mbps. T3 lines are commonly used for Internet connections.

Task — A directed activity. May be explicitly or implicitly directed, as by doctrine or demands of the situation.

Technical Architecture — (1) Within an Information System (IS) or telecommunications system, the overall plan governing the technical capabilities and interaction of functional elements, including configuration, integration, standardization, life-cycle management, and definition of protocol specifications among these elements. (2) A minimal set of rules governing the arrangement, interaction, and interdependence of the parts or elements whose purpose is to ensure that a conformant system satisfies a specified set of requirements. Identifies the services, interfaces, and standards, and the relationships between these factors. Provides the technical guidelines for implementation of systems upon which engineering specifications are based, common building blocks are built, and product lines are developed. (3) A description of the minimal set of rules governing the arrangement, interaction, and interdependence of systems architecture components including the technical criteria governing system services, interfaces, and relationships.

Technical Publications — Publications including technical manuals, technical bulletins, lubrication orders, supply bulletins, and modification work orders. CECOM is the proponent for 11-series technical publications.

Telecommunications — The transmission, emission, or reception of signs, signals, writings, images, sounds, or information of any nature by wire, radio, visual, or other electromagnetic systems.

Telephonic Assistance — Customer assistance in records and correspondence management provided via telephone conversation.

Token Ring — The standard for IBM local area networks and the principal rival to Ethernet.

Touch Screen — A touch sensitive computer display that allows users to input information by touching certain areas of the display monitor.

Transmission Control Protocol (TCP) — A communications protocol used in the Internet. Provides a reliable host-to-host protocol between hosts in packet-switched communications networks and in interconnected systems of such networks.

Transmission Control Protocol/Internet Protocol (TCP/IP) — Two (2) interrelated protocols that are part of the Internet protocol suite. Operates in the OSI Transport Layer and breaks data into packets and routes it among networks.

Trouble Ticket — A document that carries notations to track a problem through to resolution.

Tunneling Protocol — The practice of encasing one protocol in another protocol. In order to carry encrypted data packets across the Internet, private network protocol packets are encased in IP packets for transport.

Undeliverable Mail — Mail which cannot be delivered as addressed, due to improper or incomplete address or mail which cannot be delivered due to addressee's electronic mail server being non-operational..

Unfunded Requirement (UFR) – Requirements not funded by the performing activity's current appropriated budget.

Uniform Resource Locator (URL) — Address of a file accessible on the Internet. Contains the name of the protocol required to access the resource, a domain name that identifies a specific computer on the Internet, and a hierarchical description of a file location on the computer.

Unique — A site specific, stand-alone process or system/application that does not interface with a standard system.

UNIX — An interactive, time-sharing type OS.

User — (1) A person, organization, or other entity, including a computer or computer system, that employs the services provided by a telecommunications system, or by an information processing system, for transfer of information to others. (2) In AISs, a person or process accessing an AIS by direct or indirect connections.

Value Added Network (VAN) — A network service that adds something of value to transmissions such as electronic mail, information services.

View — A perspective, possibly having to do with operations, systems, and/or technical aspects, that logically combines to describe architecture. Implies what architecture characteristics are to be considered and/or displayed.

Virtual LAN (VLAN) - Group of devices on one (1) or more LANs that are configured (using management software) so that they can communicate as if they were attached to the same wire, when in fact they are located on a number of different LAN segments. Because VLANs are based on logical instead of physical connections, they are extremely flexible.

Virtual Private Network (VPN)— A private data network that makes use of the public telecommunications infrastructure, maintaining privacy through the use of a tunneling protocol and security procedures.

Vulnerability Assessment — Identifying, characterizing, and testing potential security exposures.

Webmaster — A webmaster supports the daily operation of the Internet services. This includes the support and operation of all computing services made available to the public or to select individuals through the Internet, such as worldwide web services and FTP services. Provides assistance with the creation of Internet services through the development of web pages, writing, testing and design of software to support these pages, and development of applications and software to manage the services. Oversees and provides recommendations for equipment and software required to support these services.

Web Search — The two (2) basic approaches to searching the Web for information are search engines and subject guides. Search engines allow the user to enter keywords that are run against a database with indexed Web information. In most cases the index is maintained automatically by “spiders” or “robots”. Based on a combination of criteria (established by the user and/or the search engine), the search engine retrieves WWW documents that match the keywords entered by the searcher. Subject guides are hierarchically organized indexes of subject categories that allow the Web searcher to browse through lists of Web sites by subject in search of relevant information. They are compiled and maintained by humans and many include a search engine for searching their own database.

Wide Area Network (WAN) — High-speed transmission facilities that link widely dispersed locations.

Windows 3.x — An OS and GUI-interface software product originally released by Microsoft in 1985 to run on top of Microsoft Disk Operating System (MS-DOS).

Windows New Technology (NT) — MS’s 32-bit OS developed from what was originally intended to be OS/2 3.0 before MS and IBM ceased joint development of OS/2. Originally designed for high-end workstations (Windows NT 3.1), servers (Windows NT 3.1 Advanced Server), and corporate networks.

The first release, Windows NT 3.1, was in September 1993. Unlike Windows 3.x, which was a graphical environment that ran on top of MS-DOS, Windows NT is a complete OS. To the user it looks like Windows 3.1, but it has true multi-threading, built-in networking, security, and memory protection.

Workstation — A general-purpose computer designed to be used by one (1) person. Offers higher performance than is normally found in a personal computer (PC), especially with respect to graphics, processing power, and the ability to carry out simultaneous tasks.

World Wide Web (WWW) — An international, virtual-network-based information service composed of Internet host computers that provide online information in a specific hypertext format.

World Wide Web Consortium (W3C) — An industry consortium run by Laboratory for Computer Sciences at Massachusetts Institute of Technology (MIT) that develops standards for the WWW.

2.2 Acronyms

A-76	OMB Circular No. A-76: Revised Supplemental Handbook Performance of Commercial Activities
AAA	Army Audit Agency
AAI	Automated AUTODIN Interface
AAMMIS	AMC Automated Manpower Management Information System
ABEND	Abnormal End
ACERT	Army Computer Emergency Response Team
ACF2	Access Control Facility 2
ACL	Access Control List
ACO	Administrative Contracting Officer
ACP	Allied Communications Publications
ADIP	Advanced Implementation Plan
ADP	Automated Data Processing
ADPE	Automated Data Processing Equipment
AFARS	Army Federal Acquisition Regulation Supplement
AFGE	American Federation of Government Employees
AIDP	Automated Individual Development Plan
AIS	Automated Information System
ALP	Acceptable Level of Performance
AMC	Army Materiel Command
AMCISS	AMC Installation Supply System
AMC-R	AMC Regulation
AMS	Automatic Mail Server
ANSOC	Army Network Security Operations Center
AR	Army Regulation
ARPA	Advanced Research Projects Agency
ARTIS	Alpha Remote Terminal Inquiry System

AT&T	American Telephone and Telegraph
ATAAPS	Automated Time and Attendance Production Systems
ATM	Asynchronous Transfer Mode
AUTODIN	Automatic Digital Network
BAFIS	Bell Atlantic Federal Integrated Solutions
BLKSIZE	Block Size
Bps	Bits per second
BRI	Basic Rate Interface
C2	Command and Control
C3I	Command, Control, and Communications Intelligence
C3S	Command, Control, and Communications Systems
C4IEWS	Command, Control, Communications, Computers, Intelligence, Electronic Warfare, and Sensors
CA	Commercial Activities or Computer Associates
CAC	CECOM Acquisition Center
CAP	Corrective Action Plan
CAW	Certification Authority Workstation
CCITT/ITU	Consultative Committee on International Telegraph and Telephony/International Telecommunications Union
CCSS	Commodity Command Standard System
CD	Compact Disc
CD-ROM	Compact Disc Read Only Memory
CD&CC	Central Distribution and Control Center
CDA	Central Design Activity
CDEX	Compact Disk Exchange
CDRL	Contract Data Requirements List
C-E	Communications-Electronics
CECOM	Communications-Electronics Command

CECOM-P	CECOM Pamphlet
CECOM-R	CECOM Regulation
CERT	computer emergency response team
CFI	Contractor Furnished Items
CFR	Code of Federal Regulations
CGI	Computer Graphics Interface
CICS	Customer Information Control System
CID	Criminal Investigation Division
CINC	Commander in Chief
CM	Configuration Management
CMD	Command
CNE	Certified Network Engineer
COE	Common Operating Environment
COMSEC	Communications Security
CONOPS	Concept of Operations
CONUS	Continental United States
COOP	Continuity Of Operations Plan
COR	Contracting Officer's Representative
CORBA	Common Object Request Broker Architecture
COTS	Commercial Off The Shelf
CPM	Cyclical Preventative Maintenance
CPU	Central Processing Unit
CRL	Certificate Revocation List
CSC	Computer Sciences Corporation
CSS	Cascading Style Sheet
CWFC	Civilian Welfare Fund Council
DA	Department of the Army

DADS	Defense Information Infrastructure (DII) Asset Distribution System
DAPS	Defense Automated Printing Service
DBA	Database Administration
DBMS	Database Management System.
DCATS	Defense Communications and Army Transmissions Systems
DCI	Directorate for Corporate Information
DCO	Dial Central Office
DCPDS	Defense Civilian Personnel Data System
DCSRM	Deputy Chief Of Staff For Resource Management
DDE	Dynamic Data Exchange
DEC	Digital Equipment Corporation
DECC-S	Defense Enterprise Computing Center -St. Louis
DESEX	Defense Supply Expert System
DFAS	Defense Finance and Accounting Service
DI	Data Item
DIB	Data Information Base
DII	Defense Information Infrastructure
DINAH	Desktop Interface to AUTODIN Host
DISA	Defense Information Systems Agency
DISN	Defense Information Systems Network
DITSCAP	DOD IT Security Certification and Accreditation Process
DIX	DEC, Intel, and Xerox
DMR	Data Management Routine
DMS	Defense Message System
DNS	Domain Name Service
DOD	Department of Defense
DOL	Directorate of Logistics

DOS	Disk Operating System
DPW	Department of Public Works
DSN	Defense Switched Network
DSS	Defense Security Service
DVD	Digital Video Dish
DVS-G	Defense Video Services-Global
EDS	Electronic Data Systems
EEO	Equal Employment Opportunity
EIA	Electronic Industries Alliance
E-Mail	Electronic Mail
EMS	Enterprise Management System
EOC	Emergency Operations Center
ESA	Emergency Standalone
ESC	Executive Steering Committee
FAR	Federal Acquisition Regulation
FDDI	Fiber Distributed Data Interface
FDS	Flyaway Distribution System
FedEx	Federal Express
FEN	Field Engineering Notice
FM	Fort Monmouth
FM-R	Fort Monmouth Regulation
FOIA	Freedom Of Information Act
FOUO	For Official Use Only
FPI	Federal Prison Industries
FPI/PPI	Functional Process Improvement/Personnel Process Improvements
FRC	Federal Retirement Calculator
FSA	Functional Support Agreement

FTP	File Transfer Protocol
FTS-2001	Federal Technology Service - 2001
G1	Deputy Chief of Staff for Personnel (DCSPER)
G2	Deputy Chief of Staff for Intelligence & Security (DCSINT)
G3	Deputy Chief of Staff for Operations and Plans (DCSOPS)
G4	Deputy Chief of Staff for Logistics/Engineering (DCSLOG/ENG)
G6	Deputy Chief of Staff for Command, Control, Communications, Computers, and Intelligence (DCSC4I)
GAF	General Access Facility (S2K)
GAL	Global Address List
GCSS	Global Command Support System
GDMS	Global Data Management System
GFE	Government Furnished Equipment
GFF	Government Furnished Facilities
GFM	Government Furnished Materials
GFP	Government Furnished Property
GFS	Government Furnished Services
GFV	Government Furnished Vehicles
GIF	Graphics Interface Format
GIN	Government in Nature
GOTS	Government Off The Shelf
GPS	Global Positioning System
GSA	General Services Administration
GUI	Graphical User Interface
GWS	GroupWare Server
HA	High Availability
HLI	Host Language Interface
HP	Hewlett Packard

HQ	Headquarters
HTML	Hyper Text Markup Language
HTTP	Hyper Text Transfer Protocol
I2WD	Intelligence and Information Warfare Directorate
I/O	Input/Output
IA	Information Assurance
IAM	Information Assurance Manager
IANO	Information Assurance Network Officer
IAP	Internet Access Provider
IASO	Information Assurance Security Officer
IAW	in accordance with
IBM	International Business Machines
ICP	Interim Change Package
IDNX	Integrated Digital Network Exchange
IDS	Intrusion Detection System
IEEE	Institute of Electrical and Electronics Engineers
IER	Information Exchange Requirement
IEWS	Intelligence, Electronic Warfare, and Sensors
IG	Inspector General
IIBOP	Interactive Interagency Business Opportunity Page
IIS	Internet Information Server
ILSO	Industrial Logistics Systems Office
IM	Information Management
IMA	Information Mission Area
IOS	Internetworking Operating System
IP	Internet Protocol
IP	Implementation Plan

IRAC	Internal Review and Audit Compliance
IS	Information Systems
ISA	Information Systems Architecture
ISDN	Integrated Services Digital Network
ISO	International Standards Organization
ISR	Installation Status Report
ISSA	Inter-/Intra- Service Support Agreement
ISSC	Information Systems Software Center
ISSO	Information Systems Security Officer
IT	Information Technology
ITF	Integration Task Force
ITO	Installation Transportation Officer
JCALS	Joint Computer Aided Acquisition and Logistics Support
JCL	Job Control Language
JEDMICS	Joint Engineering Data Management Information and Control System
JETDAS	Joint Electronic Type Designation Automated System
KO	Contracting Officer
KSA	Knowledge, Skills, and Abilities
LAN	Local Area Network
LCC	Local Control Center
LRC	Logistics Readiness Center
LSR	Local Service Request
LSSO	Logistics Systems Support Office
M	Distribution M
M204	Model 204
MAN	Metropolitan Area Network
MAPS	Material Acquisition Processing System

MARKS	Modern Army Record Keeping System
MB	Megabytes
Mbps	Megabits per second
MCI	Microwave Communications Inc.
MCSE	Microsoft Certified Systems Engineer
MDEFD	Master Duplicate and Emergency Files Depository
MEO	Most Efficient Organization
MI	Military Intelligence
MILCOM	Military Communications
MILNET	Military Network
MIL-STD	Military Standard
MIT	Massachusetts Institute of Technology
MOA	Memorandum of Agreement
MOE	Measure of Evaluation
MOP	Measure of Performance
MOU	Memorandum of Understanding
MS	Microsoft
MS-DOS	Microsoft Disk Operating System
MSED	Messaging Systems Engineering Directorate
MTA	Mail Transfer Agent
MVS	Multiple Virtual System
MWS	Management Workstation
NAC	National Agency Check
NACI	National Agency Check with Written Inquiries
NATO	North Atlantic Treaty Organization
NFFE	National Federation of Federal Employees
NFS	Network File System

NIPRNET	Nonsecure Internet Protocol Router Network
NISPOM	National Industrial Security Program Operating Manual
NOS	Network Operating System
NPRC	National Personnel Records Center
NSA	National Security Agency
NSF	National Science Foundation
NSIP	Network Security Improvement Program
NSNMDR	National Stock Number Master Data Record
NT	New Technology
NTP	Network Time Protocol
O	Distribution O
OA	Office Automation
OASD	Office of the Assistant Secretary of Defense
OCONUS	Outside Continental United States
OEM	Original Equipment Manufacturer
OLE	Object Linking and Embedding
OMB	Office of Management and Budget
OMG	Object Management Group
OP2	Online Output Product Process
OPCT	Output Product Control Table
OPFAC	Operational Facility
OPSEC	Operations Security
OPX	Off-Premise Exchange
OS	Operating System
OSHA	Occupational Safety and Health Administration
OSI	Open Systems Interconnection
PADDS	Procurement Automated Data And Document System

Pam	Pamphlet
PAO	Public Affairs Office
PBX	Private Branch Exchange
PC	Personal Computer
PCMCIA	Personal Computer Memory Card International Association
PCMS	Purchase Card Management System
PDF	Portable Document Format
PDM	Program Data Management
PEO	Program Executive Office
PERL	Practical Extraction and Report Language
Personnet	Personnel Regulatory and Case Decision Reference Tool
PFS	Publications and Forms Stockroom
PIN	Personal Identification Number
PINE	Program for Internet News and Electronic Mail
PLA	Plain Language Address
PLEX	Procedure Language Extension
PM	Project/Program/Product Manager
PM	Preventive Maintenance
PMO	Provost Marshall Office
POC	Point of Contact
PRI	Primary Rate Interface
PRS	Performance Requirements Summary
PS	Postal Service
PSTN	Public Switched Telephone Network
PWD	Procurement Work Directive
PWS	Performance Work Statement
QC/CSP	Quality Control/Customer Satisfaction Plan

QAE	Quality Assurance Evaluator
R	Distribution R
R & A	Review & Analysis
RASFIARS	Retail Army Stock Fund Financial Inventory Accounting and Reporting System
RCERT	Regional Computer Emergency Response Team
RDEC	Research, Development, and Engineering Center
RDT&E	Research Development Test and Evaluation
RFC	Request for Comment
RGO	Residual Government Organization
RFS	Request for Service
RHA	Records Holding Area
RISC	Reduced Instruction Set Computer
RNOSC-C	Regional Network Operations and Security Center - Columbus
ROM	Read Only Memory
S&TCD	Space and Terrestrial Communications Directorate
S2K	System 2000
SA	System Administrator
SAACONS	Standard Army Automated Contracting System
SADBUO	Small and Disadvantaged Business Utilization Office
SAN	Systems Advisory Notice
SBIS	Sustaining Base Information System
SBU	Sensitive But Unclassified
SCP	Software Change Package
SCR	System Change Request
SDS	Standard Depot System
SDSF	System Display and Search Facility
SEC	Software Engineering Center

SF	Standard Form
SGML	Standard Generalized Markup Language
SGS	Secretary General Staff
SIDPERS3	Standard Installation/Division Personnel System-3
SIPRNET	Secure Internet Protocol Router Network
SLA	Service Level Agreements
SMB	Server Message Block
SMC	Systems Management Center
SMS	Systems Managed Storage
SMTP	Simple Mail Transfer Protocol
SOE	Standard Operating Environment
SOMARDS	Standard Operations & Maintenance Army Research & Development System
SOP	Standing Operating Procedure
SOR	Statement of Requirements
SOW	Statement of Work
SP	Service Provider
SPR	Special Processing Request
SPS	Standard Procurement System
SQL	Structured Query Language
SSBI	Single Scope Background Investigation
SSEB	Source Selection Evaluation Board
SSH	Secure Shell
SSL	Secure Socket Layer
STD	Standard
TAFFS	The Army Functional Files System
TCM	Telecommunications Control Manager
TCO	Telecommunications Coordinator Officer

TCP	Transmission Control Protocol
TCP/IP	Transmission Control Protocol/Internet Protocol
TE	Technical Exhibit
THREATCON	Threat Condition
TIA	Telecommunication Industries Alliance
TL	Technical Library
TMP	Technical Management Plan
TNG	The Next Generation
TP	Transition Plan
TPKC	Two-Party Key Control
TRM	Technical Reference Model
TSACS	Terminal Server Access Controller System
TSAM	Training System Automation Management
UA	User Agent
UFR	Unfunded Requirement
URL	Uniform Resource Locator
US	United States
USC	United States Code
USPS	United States Postal Service
VAN	Value Added Network
VI	Visual Information
VISP	Visual Information Systems Program
VLAN	Virtual Local Area Network
VM	Virtual Machine
VPN	Virtual Private Network
VT	Video Teleconference
W3C	World Wide Web Consortium

WAN	Wide Area Network
WCCMS	Workman's Compensation Claims Management System
WINS	Windows Internet Naming Service
WIN-T	PM Warfighter Information Network – Terrestrial
WWW	World Wide Web
XA	Extended Architecture
XML	Extensible Markup Language
Y2K	Year 2000

2.3 Performance Requirements Summary

Portions of the Performance Requirements Summary (PRS), set forth in DA Form 5473-R-E (TE-43) are embedded in the text of Section C.5 in individual tables for this solicitation. The PRS contains output/key required services, Performance Standards, and associated Acceptable Levels of Performance (ALPs) (Note: see further discussion of ALPs below). The PRS is supplemented in these tables with workload by contract Period/year and further defined by a Frequency and Measurement, and any Guidance and Regulations that pertain to that service.

2.4 Workload/Output Tables

Workload is defined as the total number of work units (outputs) produced by a function within a specified time. For the PWS requirements in Section C.5, workload was collected using several different methods, each explained below. In many cases, the workload shown for contract Period 1, 2, 3, 4, and 5 boxes within the table is a calculation based on regulatory guidance, historical trend analysis of workload and management/technical estimates. Note: A Period represents a contract year. In all cases, workload was reviewed to ensure the proper Performance Standard and ALP was applied.

- Regulatory Guidance. This method was used in cases where workload is mandated by guidance/regulation/policy. For example, if a regulation requires a report due on a quarterly basis, the frequency, measurement and workload were based on this requirement. Frequency: "Quarterly", Measurement: "Occurrence", Workload in the Period/Year: "4".

- Historical Workload. In functions where workload records are maintained in a consistent and accurate manner, work center personnel were asked to extract average workload counts. These counts have been inserted in the workload tables and are based on the natural frequency in which they occurred.

- Technical Estimate. In functions where workload records are not maintained in a manner which allows for counting, work center personnel were asked to review any records they had and pool their knowledge to derive the best estimate of workload performed during each Performance Period.

As stated above, the tables in C.5 of the PWS contain the PRS for each output/key required service with the estimated workload for each of the five (5) annual periods. Two (2) illustrative examples of tables follow with supplemental narrative regarding entries.

Example Output

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Resolve Interactive Interagency Business Opportunity Page (IIBOP) Problems	Annually	Occurrence(s)	260	260	260	260	260
Performance Standard				Guidance and Regulations			
Resolved within two (2) business hours – 90%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Monitor Intrusion Detection System (IDS) Recorded Events	Daily	Occurrence(s)	400	400	400	400	400
Performance Standard				Guidance and Regulations			
Previous business days events reviewed within two (2) business hours of the start of a workday – 100%				AR 380-19 AR 25-IA- (Draft)			

"Output" – Name of the key required service as reflected in the accompanying PWS paragraph.

"Frequency" – Defined as the timeframe in which a required service's workload counts have been collected. This frequency may be required by regulation, or it may be the frequency which yields the most accurate estimate of output occurrences per period, i.e., daily (260 times a year), monthly, quarterly, semi-annually (two (2) times a year), annually, and bi-annually (one (1) time every two (2) years). The frequency is further defined by the entry in each Period (i.e. in the first table above, for period 1, the service is estimated to be performed 260 times per year, in the second table the service is estimated to be performed 400 times per day).

Periods 1, 2, 3, 4 and 5 – Represent each contract period. For this solicitation/PWS the "period" represented is one (1) year of performance. Period 1 represents Option Year 1 and Periods 2-5 represent the additional four (4) Option years. The entries for each period represent the number of times the "Output" is performed per the "Frequency" during the specific Period of Performance.

Note: Estimates from year to year may not be the same. These differences may be due to known mission changes or other possible reasons.

Measurement – Defined as the unit of measure. Examples may include, but are not limited to, Occurrences, Square Feet, Transactions, or Buildings.

Performance Standard – A performance standard reflects the minimum, sector-specified, Federal requirement for the performance of a commercial activity. In the first table above, the performance standard is "problem resolved within two (2) business hours".

Acceptable Levels of Performance (ALPs) – The ALP as defined in AR 5-20 (Management Commercial Activities Program) and DA Pam 5-20 (Commercial Activities Study Guide) is "the maximum percent defective or the maximum number of defects per hundred units considered satisfactory for purposes of sampling inspection. It is the allowable variance from a standard expressed by narrative description before the Government will reject the specific service". ALPs are determined based on agency directives or historical records of how well the Government provided the service, or management decision.

NOTE: As set forth in the workload tables for this PWS/solicitation, the ALP is the difference between 100% and the cited percentage/required success rate annotated in the table above after the performance standard. In the first table above, the ALP is 10%. This would mean that only 10% of the time, the standard for problem resolution could exceed the required standard of two (2) hours. Conversely, the standard must be met 90% of the time. The ALP allows for the possibility of unexpected problems that prevent "some" outputs from meeting the performance standards 100% of the time or perfect performance. However, note that in the second table, the SP must adhere to the performance standard established for that output; the ALP is 0%.

Note further, however, that the PRS set forth in TE-43 correctly reflects the ALPs as defined in AR 5-20 (Management Commercial Activities Program) and DA Pam 5-20 (Commercial Activities Study Guide).

Guidance/Regulations – References applicable to the Output/key required services.

In a generic sense, every table with its associated output can be read as:

During the Performance Period "X", the SP shall "output title" "X" times per frequency. The successful accomplishment of this output will be evaluated against the performance standard "narrative" and it's associated ALP. This key required service is performed IAW "Guidance and Regulations".

In narrative terms, the first table would read as follows:

During the first period of performance, the SP shall resolve IIBOP problems 260 times a year. The successful accomplishment of this output will be evaluated against the performance standard, "Resolved within two (2) business hours". The Acceptable Level of Performance is 10%. There are no applicable references to this key required service.

In narrative terms, the second table would read as follows:

During the first period of performance, the SP shall monitor the Intrusion Detection System (IDS) Recorded Events. Events are estimated at 400 per day. The successful accomplishment of this output will be elevated against the performance standard, "Previous business days events reviewed within two (2) business hours of the start of a workday". The ALP is 0%. This key required service is performed IAW 380-19 and AR 25-IA-(Draft).

In preparation of offers, using the second table, for example, offerors should price the work based on 104,000 occurrences per year (400 recorded events reviewed per day times 260 days).

As stated above in the "Period" description block, adherence of outputs to their specified ALPs is evaluated on the based on the period of time listed in the frequency block. Adherence to ALPs will be determined on the basis of their frequency. That is, if an output was accomplished 100 times weekly, and the ALP was 90%, the SP would be required to meet the performance standard on at least 90 of the 100 accomplishments of the output each week.

SECTION C.3, GOVERNMENT-FURNISHED PROPERTY (GFP) AND SERVICES

3.0 General Information

The Government will furnish to the SP Government Furnished Property (GFP) consisting of Government-Furnished Facilities (GFF), Government-Furnished Equipment (GFE), Government-Furnished Supplies and Material (GFM), and Government-Furnished Services (GFS).

The GFP shall be used only for performing this effort, unless otherwise provided in this contract or approved by the Contracting Officer. (FAR 52.245-2(d))

This clause states further in (e) Property Administration that the Contractor shall be responsible and accountable for all GFP provided under the contract and shall comply with FAR Subpart 45.5, as in effect on the date of the contract.

The lists of Government Furnished Property are found in TE-4A (Government Furnished Property – Facilities), TE-4B (Government Furnished Property – Equipment), and TE-4C (Government Furnished Property - Supplies and Materials/Spare Parts for Repair and Maintenance). Government Furnished Services are discussed in paragraph C.3.5.

3.1 Government-Furnished Property

All Government property will be made available in an "as is" condition (see Federal Acquisition Regulation [FAR] 52.245-19, Government Property Furnished "As Is") for inspection and may be accepted at the SP's discretion for use in the performance of work under this contract. Refusal to accept GFP offered by the Government shall not relieve the SP from contract performance, but will relieve the Government from the obligation of providing the same or similar GFP at a future date. The Government will not replace returned GFP nor will it be used as cause for nonperformance or increase in cost to the Government. The minimum requirements the SP must meet in establishing and maintaining control over Government Property are set forth in FAR Subpart 45.5, Management of Government Property in the Possession of Contractors. The SP shall not replace GFP if it can be economically repaired or rebuilt to perform satisfactorily. The SP shall make all Government equipment available to the COR at all reasonable times to ensure the equipment is accounted for.

3.1.1 Acquisition and Turn-in of Equipment

The SP shall furnish documentation justifying equipment purchases, which replace GFP utilized in the SP's performance of the work in this PWS, to CECOM IMA Management for approval. The SP shall return all GFP not utilized in performance of this effort unless otherwise disposed of by direction of the Contracting Officer.

3.1.2 Equipment Operation and Routine Maintenance

SP personnel shall exercise due care while using or operating Government property IAW FAR 45.509, Care, Maintenance, and Use. The SP shall perform operator-level pre-operational and operational checks and maintenance IAW Original Equipment Manufacturer (OEM) instructions. Examples of 'Operator-Level' checks and maintenance include routine cleaning, replenishment of consumable supplies, test runs/initiation procedures during equipment startup, resolution of error codes, and clearing of paper jams.

Much of the ADPE used for the performance of this PWS requires controlled temperature, humidity, and power for reliable and safe operation. All ADPE shall be operated using approved power sources and surge protection devices. When environmental problems are detected in the computer rooms, the SP shall notify

the base operations service desk and the COR. The SP shall implement shutdown procedures for affected ADPE when environmental conditions fall below safe operating levels as defined in OEM instructions.

Equipment operating manuals and maintenance manuals currently maintained by the Government will be provided to the SP at the conclusion of the Transition Period however may be shared if required by the SP during this time. An inventory of these items will not be taken. Upon contract completion or termination the SP shall return to the Government up to date versions of operating and maintenance manuals for any equipment in use by the SP to which the Government holds title.

The SP shall maintain records of all equipment repairs for determination of replacement.

Damage to Government equipment that is determined to be the fault of the SP shall be repaired at SP expense.

3.2 Government-Furnished Facilities (GFF)

The Government will furnish or make available to the SP the use of Government-owned facilities, areas within facilities, and fixed equipment. A listing of the current facilities that will be available to the SP and their current use is included in TE-4A (Government Furnished Property – Facilities). All furniture existing in these facilities will be provided "as-is." Furniture is defined as workstations — to include desks, chairs, filing cabinets and trash receptacles. Each facility in TE-4A (Government Furnished Property – Facilities) houses various numbers of workstations. All facilities will be available for review during the site visit. During the transition period, the SP, in conjunction with the COR/CECOM IMA Management will identify what desks, chairs; etc. the SP wishes to retain for contract performance and this inventory will be added to the GFP listing of the contract for accountability purposes.

The Government through the Directorate of Public Works will provide maintenance of real property. The SP may also suggest alterations or improvements to their assigned facilities, but shall not make any alterations without the concurrence of CECOM IMA Management. Any such alterations are at the expense of the SP, unless agreed to in advance by CECOM IMA Management, and become the property of the Government. The SP shall restrict repositioning of office furnishings to the office area in which it is located unless approved by the COR. Government-Furnished Facilities shall be returned to the Government in the same condition as when furnished less fair wear and tear and any improved alterations.

3.3 Government-Furnished Equipment (GFE)

GFE is identified in TE-4B (Government Furnished Property – Equipment). GFE will be provided on an "as-is" basis, however, the Government will reserve the right to "buy back" equipment replaced by the SP. GFE includes, but is not limited to, servers, PCs, printers and scanners. PC's will be loaded with software currently utilized by the Government. Upon completion of the effort, the SP shall return any remaining GFE to the Government in the same condition as received less fair wear and tear. The SP may, at his own expense, rearrange or move equipment within the Government facilities, but must first notify the COR

3.4 Government-Furnished Supplies and Materials (GFM*)*

The Government will furnish supplies and materials for LAN Problem Resolution and ADPE Maintenance in the current inventory at the start of full performance. These supplies and materials are furnished on an "as is" basis. The SP shall replenish this inventory at the SP's expense.

3.5 Government-Furnished Services (GFS)

3.5.1 Information Management

The Government will provide access to the Fort Monmouth backbone and the Internet/NIPRNET. Additionally, the SP is authorized to use the e-mail services, which it is responsible for under the requirements of this PWS.

Network equipment such as routers, hubs, switches, bridges and cabling are not provided as GFE. However, this equipment, as an infrastructure, is furnished as a service to enable the SP to perform the requirements of this PWS. The equipment associated with these services will be maintained and repaired by another contractor(s).

3.5.2 Utilities

The Government will furnish utilities as currently installed in GFF. Types of utilities furnished include telephone, water, electric, natural gas, sewage, steam and fuel (not gasoline). The SP shall not change or alter any service or component. The SP shall ensure all employees perform or operate facilities in a manner to preclude the waste of utilities.

3.5.2.1 *Telephone Service*

The following official voice services will be provided to the SP IAW AR 25-1 via telephone instruments located in the Government facilities at time of contract commencement:

- Class A (access to local dialing to off-post locations, but no commercial long distance)

The SP will be given the option of using their own commercial long distance phone cards or acquiring a commercial long distance circuit.

- Class A-A (access to DSN)

- Class C (restricted to on-post locations)

AR 25-1 and AR 25-11 shall govern SP use of such services.

Government furnished telephone services are to be used for transaction of official business of CECOM Fort Monmouth, as defined in AR 25-1. Government furnished telephone services are subject to security monitoring at all times. Use of these telephone services constitutes consent to security monitoring. The SP shall ensure that classified information is not discussed and that DD Form 2056 (Do Not Discuss Classified Information) is affixed to each telephone.

SP personnel shall not in any way tamper with the telephone distribution system. The SP shall contact the COR when changes/additions are needed for any Government lines. The SP shall request any moves, additions, or changes to the telephone services via the automated Local Service Request (LSR) database. The Government must approve any line changes in writing.

Telephone troubles/outages shall be reported to Extension 28025 or 21111.

3.5.3 Refuse Collection

The Government provides building trash collection once a week at designated facilities through the TECOM-VINELL Base Operations contract, Contract Number DAAB07-96-C-H252, PWS #13. A copy of the current refuse PWS is available in TL-1A. The Government will furnish refuse collection from assigned exterior dumpsters. The SP shall transport large refuse from SP facilities to the dumpsters. The SP shall contact the Government if the dumpsters are full (the area around the dumpsters is not acceptable) or if rodent infestation is observed. The SP may place non-hazardous trash, excluding recyclable material in the dumpsters. Hazardous materials shall be disposed of IAW the FM Garrison Trustee Handbook. The SP shall comply with all ongoing recycling initiatives. The SP shall deposit all recyclable refuse in common containers located in each of the government-owned buildings.

3.5.4 Custodial

The Government provides custodial services identified to facilities designated in the TECOM-VINELL Base Operations contract, Contract DAAB07-96-C-H252 PWS #03. A copy of the current custodial PWS is available in TL-1B (Custodial Services PWS #03).

3.5.5 Police and Fire Protection

The Government will maintain police and fire protection within the confines of CECOM FM as currently provided.

3.5.6 Warranties

The SP shall execute all existing manufacturer's commercial warranties on GFE on the Government's behalf and shall be responsible for obtaining warranty repairs. If the SP performs maintenance and repair on equipment that is under warranty without being directed to perform it by the COR, such work shall not be the basis for a claim for equitable adjustment.

SECTION C.4, CONTRACTOR-FURNISHED ITEMS

4.0 General Information

The SP shall furnish all necessary supplies, parts, materials, tools, support equipment, labor and vehicles required to perform all operations required by this effort, except those items or services specifically stated in Section C.3 as Government-furnished. The burden of determining exactly what items and services are required under this section is the responsibility of the SP. All Contractor Furnished Items (CFI) brought into government furnished facilities, for any reason, shall be clearly marked as CFI to include the contract number of this contract.

4.1 Contractor-Furnished Vehicles and Equipment

Any SP-furnished vehicles shall have the company name prominently displayed on both sides of the vehicle and present a neat, professional appearance. SP-furnished vehicles used for transporting hazardous materials shall have the appropriate safety equipment installed IAW Army Regulation 385-55, and all other applicable local, State, and Federal regulations.

All SP-furnished vehicles and equipment used in the performance of this effort shall meet all local, State, and Federal safety and environmental requirements. SP-furnished vehicles and equipment found to be unsafe shall be removed from the installation and replaced at the SP's expense. The SP shall not use any Government-owned tools, materials, or parts to maintain SP-furnished vehicles and equipment without prior written approval of the KO or COR. The COR may inspect the SP-furnished vehicles and equipment at any time and direct the removal of any unsafe or objectionable vehicle/equipment from the installation.

SECTION C.5, SPECIFIC TASKS

5.0 General Overview

The SP shall provide integrated sustaining base information management services and support to CECOM Worldwide and Fort Monmouth Resident Activities. The SP shall provide recommendations regarding the supporting information architecture and development of software for local business systems. Additionally, the SP shall coordinate and integrate IT relative to CECOM Worldwide and Fort Monmouth Resident Activities. This PWS also addresses required program administration tasks pertinent to internal administration support.

The services delineated in this PWS shall require support at CECOM Fort Monmouth Activities and Fort Monmouth Resident Activities customer work locations. Several CECOM activities, such as the Logistics and Readiness Center (LRC), the Research, Development, and Engineering Center (RDEC), and the Software Engineering Center (SEC), receive supplementary information management services from other contractual sources. Consequently, these requirements are not included in this PWS. However, coordination with these organizations may be required in the future.

The specific tasks to be performed in this PWS are divided into two (2) sections. These sections are C.5.1 General Mission Support and C.5.2 Specialized Mission Functions.

Section C.5.1, General Mission Support, addresses overarching IT management tasks that impact the entire CECOM Fort Monmouth Activities and Fort Monmouth Resident Activities. These tasks include Disaster Recovery; Continuity of Operations Plans; Conference Support; Information Management, Data Calls and Briefings; Year 2000 Compliance; Technology and Product Evaluation; IMA Security; Problem Resolution; Emergency Response; Information Mission Area Acquisition Evaluation Process; Telecommunications and Computer Infrastructure and GFF Planning; Equipment and Ancillary IT Parts Acquisition; Transportation, and Storage and Material Handling; and Special Projects.

Section C.5.2, Specialized Mission Functions, addresses tasks that pertain to specific IT management functions within the IT infrastructure. These tasks include Technical Advice; Release Management; Network Operating Systems Operations; Electronic Messaging; Desktop Computing; On-Site Customer Support; Command Group MS Exchange and NOS Operations; Database Management; Application Sustainment; Mid-Tier Server Hardware and Software Support; Webmaster; Telecommunications; Mainframe Support; Computer Operations; and Other IMA Mission Functions. Other IMA Mission Functions includes information management specific mission functions that the SP shall perform for CECOM Worldwide and Fort Monmouth Resident Activities.

Upgrades, changes or modifications to hardware or software that would result in a service interruption of over 59 minutes in customer community operation is defined as an adverse action and must have prior approval of CECOM IMA Management.

5.1 General Mission Support

This section addresses overarching IT management tasks that support CECOM Worldwide and Fort Monmouth Resident Activities.

5.1.1 Disaster Recovery

The SP shall create and update a plan for disaster recovery, to ensure the integrity of the Fort Monmouth IMA services and maintain the current IT infrastructure. The disaster recovery plan shall be submitted IAW DI-MISC-80508, Disaster Recovery Plan (Data Item Number C005). The SP shall be prepared to implement the disaster recovery plan as required.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create and Update Plan	Annually	Occurrence(s)	1	1	1	1	1
Performance Standard				Guidance and Regulations			
No more than one (1) valid scenario is omitted from the plan - 100%				Department Of Defense Directive (DODD)			

A simulation of the plan should result in no more than one (1) logical error or unrecoverable situation –100%	3020.26

5.1.2 Continuity of Operations Plans (COOPs)

The SP shall prepare a COOP document for any new requirement and annually review and revise the COOP documents for facilities, networks and the domain depicted in TE-5B (Continuity of Operations Plans). However, the SP shall initially deliver COOP documents for all of the areas depicted in TE-5B (Continuity of Operations Plans) during the transition period. The SP shall define and review procedures with the IASOs. The SP shall develop and execute tests for a minimum of 20% of the plans annually. If anomalies occur, the SP shall revise the plan until successful test completion. The COOP shall be submitted IAW DI-MISC-80508, Continuity of Operations Plans (Data Item Number C006).

A mock COOP test may take any of the following forms:

Level 1 – Desk Checks: Scheduled or unannounced checks with minimal disruption of business processes where procedures are verified, such as verification of data backup procedures by reviewing COOP vault listings for production backups for software and application data retrievals.

Level 2 – Procedures Verification Tests: Maintenance type of testing where day-to-day operations in data processing and data communications are reviewed to ensure that they still support the strategy of the COOP.

Level 3 – Simulation Tests: Walk through of COOP process or activation procedures where key personnel explain what they would do.

Level 4 – Actual Operations Test: Testing performed at actual backup site using test data with assigned disaster recovery personnel executing their responsibilities without access to the site or system requiring a COOP.

The majority of COOP tests performed must be Level 2 or 3.

The SP shall perform all supporting tasks identified in the COOPs.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create/Update COOPs	Annually	Occurrence(s)	9	9	9	9	9
Performance Standard				Guidance and Regulations			
COOP developed within 180 days after establishing new requirement – 100% COOP reviewed quarterly and modifications incorporated – 95%				AR 380-19 AR 25-1 DA Pam 25-1-1			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Execute Mock COOP Tests	Annually	Occurrence(s)	2	2	2	2	2
Performance Standard				Guidance and Regulations			
All changes resulting from mock testing shall be incorporated in the COOP within 30 days – 100% During follow up mock testing, no repeat incidents will occur – 100%				AR 380-19 AR 25-1 DA Pam 25-1-1			

5.1.3 Information Management, Data Calls, and Briefings

The SP shall prepare IT metrics, suggestion evaluations, briefing packages, and any other documentation as requested.

5.1.3.1 *The Army Base-Level Information Technology (IT) Metrics Program*

The SP shall gather information on the Metrics Data Elements identified in TE-6A (Metrics Data Elements), perform analysis, provide recommendations to CECOM IMA Management, and prepare input for the Army Base-Level IT Metrics Program and the Installation Status Report (ISR). General information

may be found in TE-6B (IT Metrics General Information). These functions shall be performed IAW the guidance contained in TE-6B (IT Metrics General Information) and per guidance from CECOM IMA Management.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Collect Metrics Data Elements	Annually	Occurrence(s)	111	111	111	111	111
Performance Standard				Guidance and Regulations			
Data collected IAW metrics database – 100%				TE-6A (Metrics Data Elements)			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Report Metrics to CECOM IMA Management	Annually	Occurrence(s)	1	1	1	1	1
Performance Standard				Guidance and Regulations			
Completed product shall be ready for CECOM IMA Management review seven (7) business days prior to suspense date -100% No inaccuracies in data elements – 95%				TE-6B (IT Metrics General Information)			

5.1.3.2 *Army Ideas for Excellence Program*

The SP shall evaluate IMA Army Ideas for Excellence suggestions received from the Deputy Chief of Staff for Resource Management (DCSRM) IAW AR 5-17 (The Army Ideas for Excellence Program). The evaluation shall include an estimate of the costs to implement the suggestion, an estimate of the cost savings to be realized by implementing the suggestion and a recommendation with rationale to CECOM IMA Management to accept or not accept the suggestion. The evaluations shall be provided on a DA Form 1045. The SP shall meet with CECOM IMA Management two (2) business days prior to suspense date to discuss the rationale and proceed as directed.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Suggestions Evaluated	Annually	Occurrence(s)	10	10	10	10	10
Performance Standard				Guidance and Regulations			
Suspense date met – 100% A comprehensive evaluation is accepted by CECOM IMA Management without rewrite – 90%				AR 5-17			

5.1.3.3 *Data Calls and Briefings*

The SP shall respond to all data calls, prepare and present briefings, and conduct surveys when required to gather data. Requirements with a suspense date of one (1) week or less are considered short response data calls and all others are considered extended response data calls. Briefings acceptable to CECOM IMA Management shall reflect as a minimum, technical accuracy, professional appearance, logical format, communication of a complete and meaningful message, and an appropriate conclusion and/or recommendation. The SP shall prepare unfunded requirement (UFR) lists. The SP shall present briefings outside the SP's organization.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Short Response Data Calls	Weekly	Occurrence(s)	17	17	17	17	17
Performance Standards				Guidance and Regulations			
Properly formatted responses are submitted by suspense date – 88% Content complete and accurate – 94%				AR 190-13 AR 380-53 AR 380-19			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Extended Response Data Calls	Monthly	Occurrence(s)	33	33	33	33	33
Performance Standards				Guidance and Regulations			
Properly formatted responses are submitted by suspense date – 90% Content complete and accurate – 96%				AR 190-13 AR 380-53 AR 380-19			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Prepare Briefing	Annually	Occurrence(s)	61	61	61	61	61

Packages							
Performance Standards				Guidance and Regulations			
Properly formatted briefing packages are submitted by suspense date – 95% Briefing packages accepted during initial review by CECOM IMA Management – 75% No repeat comments on subsequent reviews –100%				CECOM-R 25-90-2			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Present Briefings	Monthly	Occurrence(s)	10	10	10	10	10
Performance Standards				Guidance and Regulations			
Audience feedback on quality of each presentation meets or exceeds a level of 3.2 on a scale of 1-5 – 90% (1=Poor, 2=Fair, 3=Average, 4=Good, 5=Excellent)				CECOM-R 25-90-2 CECOM-P 108-5			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Submit IMA UFR Lists	Annually	Occurrence(s)	4	4	4	4	4
Performance Standard				Guidance and Regulations			
Properly formatted UFR list submitted by suspense date – 100%				None			

5.1.3.3.1 Customer Satisfaction Surveys

The SP shall survey each of the CECOM Fort Monmouth Activities and Fort Monmouth Resident Activities, on a semi-annual basis, to determine their level of satisfaction with the IMA services. Trend analysis on the results shall be completed where the analysis indicates a decrease in customer satisfaction. The SP shall conduct analysis of probable cause(s) and provide suggested corrective actions in the form of a briefing to the respective customer. Results of customer surveys shall be provided to CECOM IMA Management in Quarterly Executive Reviews and R&A submissions.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Conduct Semi-annual Customer Surveys	Semi-Annually	Occurrence(s)	75	75	75	75	75
Performance Standards				Guidance and Regulations			
Customer feedback on quality of services meets or exceeds a level of 3.4 on a scale of 1-5 – 85% (1=Poor, 2=Fair, 3=Average, 4=Good, 5=Excellent) Completed surveys collected and analyzed within 30 days after survey initiated – 85%				None			

5.1.3.3.2 Review and Analysis (R&A)

The SP shall gather and store data and develop a briefing package for the R&A in the format and timeframe prescribed by CECOM IMA Management. The current format employs Microsoft PowerPoint to create the briefing charts. The R&A provides the CECOM Chief of Staff and Commanding General with an assessment of key business indicators. Indicators, which require associated R&A briefing charts include, but are not limited to the current indicators that are shown in TE-7B (R&A Briefing Package with Sample Charts). An R&A briefing package with sample charts are included in TE-7B (R&A Briefing Package with Sample Charts). The SP shall adhere to the Command-standard format as shown in TE-7A (Quarterly R&A Instructions).

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Prepare and Revise R&A Briefing Package	Quarterly	Occurrence(s)	1	1	1	1	1
Performance Standard				Guidance and Regulations			
Package completed according to Command standard format – 100% Suspense date met for package completion and updates – 100% Charts provided to CECOM IMA Management are comprehensive and error free – 95%				G3 R&A Instruction Memo			

5.1.3.3.3 Historical Report

The SP shall prepare and submit IT input to the Historical Report to CECOM IMA Management IAW AR 870-5 (Military History, Responsibilities, Policies and Procedures). An example is TE-39 (Historical Report). The Historical Report is a CECOM document that details previous years' accomplishments.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Submit IT Input to the Historical Report	Annually	Occurrence(s)	1	1	1	1	1
Performance Standard				Guidance and Regulations			
Content covers all major projects and events – 90% Properly formatted response is submitted by suspense date – 100%				AR 870-5			

5.1.3.3.4 Information Papers and Fact Sheets

The SP shall prepare information papers/facts sheets and submit for CECOM IMA Management approval/release.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Prepare Information Papers/Fact Sheets	Annually	Occurrence(s)	40	40	40	40	40
Performance Standard				Guidance and Regulations			
Content of Information Papers comprehensively covers all major facts – 95% Recommendations in Fact Sheets are supportable – 95% Properly formatted document is submitted by suspense date – 100%				AR 25-50 CECOM-P 25-50-1 CECOM-P 25-50-2, Chapter 11			

5.1.3.4 *Customer Meetings*

The SP shall meet with customers to collect information on new and clarify existing requirements. The SP shall utilize these meetings to interact with customers on the status of ongoing IT projects and/or to describe IT program modifications that includes existing new products and services.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Attend Customer Meetings	Monthly	Occurrence(s)	195	195	195	195	195
Performance Standard				Guidance and Regulations			
No more than one (1) valid complaint from any customer regarding meetings during a period – 96%				None			

5.1.4 Year 2000 (Y2K) Compliance

The SP shall comply with all Command and higher headquarters guidance and direction regarding Y2K preparedness. The SP shall maintain Y2K compliance for all legacy and new software and infrastructure delineated in the DOD Y2K Plan and the US Army Y2K Action Plan. Y2K compliance statements and Y2K certification checks are found in TL-2 (Submission of DCI Y2K Certification Checklist).

5.1.5 Technology and Product Evaluation

The SP shall research, test, and document new hardware and software in response to CECOM IMA Management. Testing shall be done in such a manner that it does not degrade service to the community. The SP shall be proactive in keeping pace with current IT and its association to Army initiatives and standards. The SP shall research IT products for possible implementation and integration into the existing Fort Monmouth IT infrastructure. The SP shall coordinate with vendors and manufacturers on sample technologies and product reviews, in addition to testing of products in Government furnished facilities. The SP shall present all recommendations resulting from evaluations to CECOM IMA Management. The recommendations shall articulate a beneficial result in reduced costs, new desired capability, and/or improved performance. Recommendations shall be benchmarked against industry and government sources.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Evaluate and Recommend New Products for Purchase	Annually	Occurrence(s)	29	29	29	29	29
Performance Standard				Guidance and Regulations			
Recommendations accepted by CECOM IMA Management – 85% Suspense date met for completed evaluations – 95%				None			

5.1.6 IMA Security

The SP shall administer a security program for IMA facilities and systems under their operational control. The security program includes all aspects of physical security, personnel security, information security, and information systems security. The SP shall ensure compliance with information systems security monitoring notification procedures as outlined in AR 380-53. All computers attached or accessible through Government owned or leased telecommunications networks must display a computer log-on banner as specified in Memorandum, Headquarters (HQ) CECOM, AMSEL-Military Intelligence (MI), 10 July 1997, subject: CECOM Communications Security (COMSEC) Implementation Memorandum #1-Telecommunications Security Monitoring Notification Procedures. The SP shall serve as an active member of the Command Force Protection committee.

5.1.6.1 *Physical Access Control*

The SP shall review and process requests for access to security restricted facilities under their control, ensuring individuals meet AR 380-67 personnel requirements. The SP shall maintain access lists and databases on all issued items and access-related information including restricted areas and intrusion detection. The SP shall ensure authorized personnel have approved access and ensure that access is granted at the appropriate level. The SP shall escort personnel in restricted areas as required.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Process Access Requests	Annually	Occurrence(s)	37	37	37	37	37
Performance Standard				Guidance and Regulations			
Requests processed within two (2) business days – 80% Requests processed within one (1) week – 90% Requests processed within two (2) weeks – 98%				DOD 5220.22-M, National Industrial Security Program Operating Manual (NISPOM) AR 380-19 AR 380-67			
Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Process Visitors	Annually	Occurrence(s)	650	650	650	650	650
Performance Standard				Guidance and Regulations			
Visitors processed correctly before entering the facility – 99%				DOD 5220.22-M, (NISPOM) AR 380-19 AR 380-67			

5.1.6.2 *Mainframe Online Access Control*

The SP shall process all logon-id and password requests for access to mainframe systems such as the Commodity Command Standard System (CCSS), Standard Operations and Maintenance Army Research and Development System (SOMARDS), and Automated Time and Attendance Production Systems (ATAAPS). The SP shall create and handle all submission and verification forms for logon-ids found in TE-8A (Request for CECOM CCSS Logon ID and Password) and TE-8B (Guide for Submitting Logon ID and Password Request Form). The SP shall create unique logon-ids and passwords and use the Access Control Facility 2 (ACF2) system to authorize access to mainframe applications for that logon-id. The SP shall deliver the logon-id and password to the intended recipient via postal mail. The SP shall maintain records of all logon-ids, input new data, and remove inactive data. The SP shall suspend and restore logon-ids as needed to control access. The SP shall notify CECOM IMA Management on security violations and any other access control issues. The SP shall coordinate with POCs from each organization, Defense Information Systems Agency (DISA), and the Office of the Deputy Chief of Staff for Intelligence and Security (G2) for access control supporting information.

The SP shall create ACF2 rules for new and existing systems based on customer requirements and configuration management guidelines. Access rules include, but are not limited to, datasets, Customer Information Control System (CICS) files and transactions, System Display and Search Facility (SDSF) viewing permissions, Model 204 (M204) database authority, and any new software that interfaces with ACF2. The SP shall coordinate problem resolution and validate customer access. The SP shall coordinate with DECC-S ACF2 executive software personnel on areas affecting software and software standards.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5

Create Online Access	Monthly	Occurrence(s)	60	60	60	60	60
Performance Standard				Guidance and Regulations			
Issued within two (2) business days of receipt of request – 90% Issued within five (5) business days of receipt of request – 98% Successful access on the first use – 95%				AR 380-19 DECC-S Customer User Guide			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Change Passwords	Monthly	Occurrence(s)	87	87	87	87	87
Performance Standard				Guidance and Regulations			
Changed within one (1) business day – 95% Changed within two (2) business days – 98%				AR 380-19 DECC-S Customer User Guide			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Maintain Access Control Records	Daily	Occurrence(s)	30	30	30	30	30
Performance Standard				Guidance and Regulations			
Accurately updated within one (1) business day – 90% Accurately updated within five (5) business days – 98%				AR 380-19 DECC-S Customer User Guide			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Report Security Violations	Annually	Occurrence(s)	2	2	2	2	2
Performance Standard				Guidance and Regulations			
Violations reported within one (1) hour of identification – 100%				AR 380-19			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create, Modify, Delete ACF2 Rules	Annually	Occurrence(s)	24	24	24	24	24
Performance Standard				Guidance and Regulations			
Completed within two (2) business days of receipt of request – 80% Completed within ten (10) business days of receipt of request – 90% Successful access on the first use – 95%				ACF2 Support Documentation			

5.1.6.3 *Mid-Tier Server Access Control*

The SP shall perform security functions for all mid-tier application servers found in TE-9 (Mid-Tier Server and Operating Systems). The SP shall process login and password requests to access servers or applications, such as Procurement Automated Data and Document System (PADDS), Standard Army Automated Contracting System (SAACONS), Heritage, Standard Procurement System (SPS), Interactive Interagency Business Opportunity Page (IIBOP), Joint Computer Aided Acquisition and Logistics Support (JCALS), and Purchase Card Management System (PCMS). The SP shall process all submission and verification forms for logins. The SP shall ensure that measures and procedures used to access DBMSs fully support the security integrity and comply with applicable directives.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create Online Access	Monthly	Occurrence(s)	63	63	63	63	63
Performance Standard				Guidance and Regulations			
Issued within two (2) business days of receipt of request – 90% Issued within five (5) business days of receipt of request – 98% Successful access on the first use – 95%				AR 380-19 System Reference Manuals			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Maintain Access Control Records	Monthly	Occurrence(s)	100	100	100	100	100
Performance Standard				Guidance and Regulations			
Accurately updated within two (2) business days of receipt of request – 90% Accurately updated within five (5) business days of receipt of request – 98%				AR 380-19 System Reference Manuals			

5.1.6.4 *Database Access Control*

The SP shall perform security functions for all DBMSs found in TE-10 (Database Management Systems and Databases). The SP shall manage passwords and level authority for all standard and local databases.

The SP shall ensure that measures and procedures used to monitor DBMSs fully support the security integrity and comply with applicable directives. The SP shall perform monthly log reviews. The SP shall conduct reviews of the threats and vulnerabilities in the DBMS and shall immediately report to CECOM IMA Management any system anomaly that could result in an unauthorized access to sensitive information. Results of the review shall clearly indicate any valid security violation.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create Online Access	Weekly	Occurrence(s)	28	28	28	28	28
Performance Standard				Guidance and Regulations			
Issued within two (2) business days of receipt of request – 90% Issued within five (5) business days of receipt of request – 98% Successful access in the first use – 95%				AR 380-19			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Maintain Access Control Records	Weekly	Occurrence(s)	20	20	20	20	20
Performance Standard				Guidance and Regulations			
Accurately updated within two (2) business days of receipt of request – 90% Accurately updated within five (5) business days of receipt of request – 98% Successful access in the first use – 95%				AR 380-19			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Security Anomaly Review	Annually	Occurrence(s)	10	10	10	10	10
Performance Standard				Guidance and Regulations			
Reviews completed within five (5) business days – 100%				AR 380-19			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Periodic Log Reviews	Monthly	Occurrence(s)	1	1	1	1	1
Performance Standard				Guidance and Regulations			
Violations identified in reviews reported within one (1) business hour of identification – 100%				AR 380-19			

5.1.6.5 *New Technology (NT) Domain Access Control*

The SP shall secure the Community domain and the Monmouth domain. The SP shall limit access to domains by creating and maintaining Access Control Lists (ACLs) and permissions for file and print services. The SP shall implement vendor patches and Army-provided directives to ensure compliance with mandated security directives and levels.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create and Maintain ACLs	Weekly	Occurrence(s)	50	20	20	50	20
Performance Standard				Guidance and Regulations			
Accurately updated within two (2) business days of receipt of request – 98% Successful access in the first use – 95%				None			

Footnote: The spike in workload across the five (5) periods relates to the additional amount of effort required during the implementation of a major Network Operation System (NOS) upgrade. Based upon industry and historical data, implementation of these upgrades is anticipated every three years.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Implement Vendor Security Patches	Annually	Occurrence(s)	12	12	12	12	12
Performance Standard				Guidance and Regulations			
Correctly implemented within five (5) business days of patch availability – 90%				None			

5.1.6.6 *Networking Security/Information Assurance*

The SP shall assure network and information security for the Fort Monmouth network infrastructure including the entire Fort Monmouth Metropolitan Area Network (MAN), its connections with DISA Wide Area Networks (WANs), the internet, modem gateways to the Public Switched Telephone Network

(PSTN), and designated infrastructure servers. The scope includes designing, implementing, and operating a comprehensive information assurance program complying with Federal, DOD, and Army, policies. IAW the DOD Defense-in-Depth strategy, the SP conducts multiple interrelated activities including, but not limited to, network topology mapping, vulnerability assessment, boundary protection, intrusion detection, assistance to incident response, and enterprise security management. The SP shall support incident response through the delivery of timely and complete information and analysis to assist in the execution of the appropriate response based upon the nature of the threat and the potential impact of the detected activity. The SP shall utilize state-of-the-art network security tools of government and commercial origin to include, but not be limited to, network sniffers, vulnerability analyzers, traffic analyzers, network management, firewalls, intrusion detection sensors, Virtual Private Network (VPN) administration, databases, telephone switch, and analysis tools. The SP shall maintain a current knowledge and proficiency with the latest commercial products and shall develop a roadmap to integrate these products into the evolving infrastructure backbone. The SP shall provide real-time monitoring of security information related to the Fort Monmouth backbone which includes, but is not limited to, the results from network sniffers, analyzers, firewalls, intrusion detection sensors, and network management systems. The SP shall analyze detected activity and recommend appropriate actions including, but not limited to, immediate corrective responses such as new firewall filters, router blocks, server reconfiguration or other incident responses required maintaining the level of security. The monitoring by the SP shall include the administration of a minimum of three (3) DA C2 prescribed firewalls and a minimum of three (3) different intrusion detection systems located in at least seven (7) different locations on the network. The SP shall regularly review and adjust the configuration of these systems to optimize their sensitivity and improve the quality, completeness, and timeliness of their reports. The SP shall provide, IAW DI-MGMT-80227, Configuration Management Status Report (Data Item Number B002), updates on the status of all newly established or modified configurations. The SP shall provide network assurance support during normal operating hours and be on-call 24 hours a day, seven (7) days a week, including holidays, to respond to attempted network intrusions. The SP shall act as the Information Assurance Network Officer (IANO) as described in AR 380-19. The SP shall ensure that measures and procedures used at network nodes fully support the security integrity of the network and comply with applicable directives. The SP shall conduct reviews of the threats and vulnerabilities in the Fort Monmouth network. The SP shall maintain ongoing visibility into network topology including boundaries, gateways, and critical servers. The SP shall provide supporting technical data for intrusion detection and incident response. The SP shall scan critical servers on selected network segments to identify high and medium risk vulnerabilities. The SP shall scan telephone circuits for modem and faxes and enforce compliance with the Network Security Improvement Policy (NSIP). The SP shall immediately open a trouble ticket with the Army Network Systems Operations Center (ANSOC) and report within four (4) hours to CECOM IMA Management any system anomaly that could result in an unauthorized disclosure of or access to sensitive information. The SP shall provide support to any investigation of local network security breaches conducted by local agencies such as the Criminal Investigation Division (CID) or Army Audit Agency (AAA). The SP may receive direct operation and maintenance tasks and information from Government agencies such as the ANSOC, Regional Computer Emergency Response Team (RCERT), or DISA/DOD on securing the IP network.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Implement Network Infrastructure Security Improvements	Quarterly	Occurrence(s)	25	25	25	25	25
Performance Standard				Guidance and Regulations			
Implemented improvements resulted in no reportable incidents and no valid customer complaints – 95%				AR 380-19			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Monitor Intrusion Detection System (IDS) Recorded Events	Daily	Occurrence(s)	400	400	400	400	400
Performance Standard				Guidance and Regulations			
Events reviewed within two (2) business hours – 95%				AR 380-19 AR 25-IA-(Draft)			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Analyze Intrusions and Report Incidents	Weekly	Occurrence(s)	50	50	50	50	50

Performance Standard	Guidance and Regulations
All positive incidents are coordinated with the Network/System Administrator (SA) within eight (8) business hours – 95% Open trouble ticket with ANSOC for external incidents within four (4) business hours – 95% Report to CECOM IMA Management within two (2) business days status of the SA analysis of incidents – 90%	AR 380-19 AR 25-IA-(Draft) AR 380-53

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Respond to Network Security Incidents	Annually	Occurrence(s)	80	80	80	80	80
Performance Standard				Guidance and Regulations			
Security actions completed within four (4) business hours of an incident – 97%				AR 380-19 AR 25-IA-(Draft) AR 380-53			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Map Network Topology	Monthly	Occurrence(s)	22	22	22	22	22
Performance Standard				Guidance and Regulations			
Changes in network identified and validated within four (4) hours from start of business day – 90%				AR 380-19 AR 25-IA-(Draft) AR 380-53			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Manage Vulnerabilities	Annually	Occurrence(s)	12	12	12	12	12
Performance Standard				Guidance and Regulations			
Review reports from scan of servers and provide summary analysis to SA within three (3) business days – 90% Scan of servers completed in increments of 15-20% monthly and each server completed every six (6) months – 90%				AR 380-19 AR 25-IA-(Draft) AR 380-53			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Detect and eliminate dial-in back doors	Monthly	Occurrence(s)	22	22	22	22	22
Performance Standard				Guidance and Regulations			
Take action to disconnect back door from network within two (2) business hours – 100% Notify Information Assurance Manager (IAM) within one (1) business day of back door determination – 100%				AR 380-19 AR 25-IA-(Draft) AR 380-53 ARMY Modem Dial- in Standards and Policy DTG 231300Z APR 99			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Response to ANSOC/CERT Alerts and Trouble Tickets	Monthly	Occurrence(s)	40	40	40	40	40
Performance Standard				Guidance and Regulations			
Actions completed within required reporting period – 95%				AR 380-19 AR 25-IA-(Draft) AR 380-53			

5.1.6.6.1 Virtual Private Network (VPN)

The SP administers, monitors and maintains a state-of-the-art Virtual Private Network (VPN) to protect client network servers. The Community Manager is capable of handling 300-500 users. The VPN will provide secure remote access to the Ft. Monmouth network for discrete application/server access. SP's responsibilities include, but are not limited to, Microsoft NT 4.0 administration, troubleshooting VPN connections, sending and collecting user enrollment forms, verifying user information, generating and distributing encrypted token subscriptions and analyzing VPN logs.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Generate and maintain user access tokens	Monthly	Occurrence(s)	50	50	50	50	50
Performance Standard				Guidance and Regulations			

Completed within one (1) business day of receiving an accurate and complete request form – 95% Successful access on the first use – 96% Revoke tokens within one (1) business hour of identifying requirement – 98%	AR 380-19

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Monitor and administer VPN systems	Weekly	Occurrence(s)	15	15	15	15	15
Performance Standard				Guidance and Regulations			
Maintain operational availability (24 x 7) - 95% Review system logs and take corrective actions within 4 business hours – 90% Report to CECOM IMA Management positive security incidents detected within one (1) business day – 100%				AR 380-19			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Troubleshoot Network Connectivity Problems	Quarterly	Occurrence(s)	15	15	15	15	15
Performance Standard				Guidance and Regulations			
Connectivity problem resolved within two (2) business hours – 90%				None			

5.1.6.7 *Support Terminal Server Access Controller System (TSACS)*

The SP administers, monitors and maintains a state-of-the-art TSACS to provide secure remote network access. The SP shall respond to inquiries from CECOM Fort Monmouth Activities and Fort Monmouth Resident Activities regarding status of account to include mail and network access. The SP shall create and maintain TSACS user accounts as referenced in TE-11A (TSACS New Registration Form) and TE-11B (TSACS Re-Registration Form). The SP shall verify the accuracy of the data submitted and shall reutilize old, deleted login account names when users request that a new account be issued.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Respond to Inquiries	Monthly	Occurrence(s)	80	80	80	80	80
Performance Standard				Guidance and Regulations			
Respond within two (2) business hours – 98%				AR 380-19 TSACS Guide			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create and Maintain TSACS Accounts	Monthly	Occurrence(s)	96	96	96	96	96
Performance Standard				Guidance and Regulations			
Completed within one (1) business day - 95% Successful access on the first use – 95%				AR 380-19 TSACS Guide			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Monitor and Administer TSACS	Weekly	Occurrence(s)	15	15	15	15	15
Performance Standard				Guidance and Regulations			
Maintain operational availability (24 x 7) - 95% Review system logs and take corrective actions within four (4) business hours – 90% Equipment is repaired within two (2) business days – 95% Surge capacity of 30% available beyond average peek load – 99%				AR 380-19 TSACS Guide			

5.1.6.8 *Anti-Virus Protection*

The SP shall install and maintain current required virus protection software on all desktops and servers listed in TE-4B (Government Furnished Property – Equipment), TE-9 (Mid-Tier Server and Operating Systems) and TE-12 (NOS, E-Mail, and Desktop Customers). The SP shall disseminate virus-related information and guidance to CECOM Fort Monmouth Activities and Fort Monmouth Resident Activities. The SP shall report all virus-related incidents to CECOM IMA Management. The SP shall analyze reported viruses to determine if the viruses are legitimate, monitor sources before they infect the Fort Monmouth site, provide problem resolution, and inform the community of the resolution. The SP shall review the vendor's anti-virus information daily for changes/updates that need to be applied. The SP shall quarantine and disinfect viruses on supported PC's and servers.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5

Install and Maintain Current Anti-Virus Application Software on Desktops	Annually	Occurrence(s)	2000	2000	2000	2000	2000
Performance Standard				Guidance and Regulations			
Latest version of anti-virus software installed within one (1) month of ACERT availability – 95% Successful installation/upgrade resulting in no customer problems – 98%				AR 380-19 Army Computer Emergency Response Team (ACERT) Advisories			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Update Desktop Virus Definition Files	Monthly	Occurrence(s)	4000	4000	4000	4000	4000
Performance Standard				Guidance and Regulations			
Virus definitions updated within two (2) business days of vendor availability on the WWW – 99% Successful installation/upgrade resulting in no customer problems – 98%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Install and Maintain Current Anti-Virus Application Software on NT Servers	Annually	Occurrence(s)	240	240	240	240	240
Performance Standard				Guidance and Regulations			
Latest version of anti-virus software/updates installed within five (5) business days of ACERT availability – 98% Successful installation/upgrade resulting in no customer problems – 98%				AR 380-19 ACERT Advisories			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Update NT Server Virus Definition Files	Weekly	Occurrence(s)	80	80	80	80	80
Performance Standard				Guidance and Regulations			
Update definition files within one (1) business day of vendor availability on the WWW – 95% Successful installation/upgrade resulting in no customer problems – 98%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Respond to Technical Information and Guidance Queries	Annually	Occurrence(s)	144	144	144	144	144
Performance Standard				Guidance and Regulations			
Respond to inquiries within one (1) business hour – 95% Resolve inquiries within one (1) business day – 95% Technical information provided is accurate – 98%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Submit Report of Virus-Related Incidents	Annually	Occurrence(s)	52	52	52	52	52
Performance Standard				Guidance and Regulations			
Report submitted within the required reporting period – 95% Report is accurate – 98%				AR 380-19 ACERT Advisories			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Quarantine/Examine Questionable E-mail Files for Viruses	Daily	Occurrence(s)	35	35	35	35	35
Performance Standard				Guidance and Regulations			
Process quarantined items and disinfect within one (1) business day – 98% No lost or undelivered e-mail – 99%				E-mail Anti-Virus INFOCON Procedures (FOUO) AR 380-19 ACERT Advisories			

5.1.6.9 *Assistance on Security-Related Issues*

The SP shall provide assistance on security-related issues for facilities and systems under their operational control. These issues include, but are not limited to, facility access, security inspections, security violations, physical intrusion detection, and the status of vulnerabilities and corrective actions. The SP shall prepare a response to a security-related query that consolidates information for all facilities and systems for which they are responsible and provide it to CECOM IMA Management.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Customer Support Requests Processed	Monthly	Occurrence(s)	80	80	80	80	80
Performance Standard				Guidance and Regulations			
Request processed by suspense date – 98% No problems result from assistance – 98%				AR 380-19 AR 380-5 AR-190-13 DOD 5220.22-M, NISPOM			

5.1.6.10 *Automated Information Systems (AIS) System Security Authorization Agreements (SSAA)*

The SP shall prepare and update SSAA for AIS listed in TE-5A (System Security Authorization Agreements) under their operational control IAW applicable guidance and regulations. The SP shall assist with the preparation of SSAA for AIS controlled by others, but located in facilities under their operational control. The SP shall coordinate with the POCs for information assurance and system administration of all systems within the AIS. The SP shall review SSAA annually to determine if updates are necessary.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
AIS SSAA Review/Update	Annually	Occurrence(s)	15	16	16	17	17
Performance Standard				Guidance and Regulations			
Existing SSAA updated within 30 days of AIS change – 75% New Phase I SSAA submitted within 180 days after AIS implementation – 85% New Phase I SSAA accepted on initial submission – 75%				AR 380-19 http://www.mattche.iiie.disa.mil/documentlib.html DOD IT Security Certification and Accreditation Process (DITSCAP)			

5.1.6.11 *Information Assurance Security Officer (IASO)*

The SP shall serve as the IASO for AISs under their operational control IAW AR 380-19. At present, AISs supported include, but are not limited to, Sustaining Base Information System (SBIS), JCALS, and Community domain. The SP shall adhere to all CECOM, DA, and DOD policies in performance of the IASO function, to include application and data security and server access.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Prepare Information Assurance Incident Report	Annually	Occurrence(s)	41	41	41	41	41
Performance Standard				Guidance and Regulations			
Reports prepared within two (2) business days – 80% Reports prepared within five (5) business days – 95% Reports comprehensively answer all questions about the incident – 95%				AR 380-19 AR 25-IA – (Draft) CECOM/DA/DOD Policies			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
System Change Security Evaluations	Annually	Occurrence(s)	11	11	11	11	11
Performance Standard				Guidance and Regulations			
No security problems result from the system change – 98%				AR 380-19 AR 25-IA – (Draft) CECOM/DA/DOD Policies			

5.1.6.12 *Army Computer Emergency Response Team (ACERT) and Security Advisories*

The SP shall respond to all ACERT and security advisories and take action to correct deficiencies, resolve problems, and report results. The SP shall prepare all requested reports and input to reporting systems. The SP shall install all ACERT releases IAW DA guidance. The SP shall configure and monitor intrusion

detection software loaded on application servers. The SP shall obtain CECOM IMA Management approval for exceptions to installations.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
ACERT Responses	Annually	Occurrence(s)	81	81	81	81	81
Performance Standard				Guidance and Regulations			
Response submitted by suspense date – 98%				ACERT Advisories			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
ACERT Requirements Executed	Annually	Occurrence(s)	95	95	95	95	95
Performance Standard				Guidance and Regulations			
Actions completed accurately by ACERT date – 80% Actions completed accurately within one (1) month past ACERT date – 95%				ACERT Advisories			

5.1.7 Problem Resolution

The SP shall resolve problems and support users relative to all aspects of the systems under their operational control. The SP shall troubleshoot, track, resolve, and document all problems, coordinating with outside agencies and vendors. The SP shall coordinate and provide technical assistance on all maintenance tasks with the customer.

5.1.7.1 *Help Desk*

The SP shall operate a Help Desk and shall serve as the single point of contact for customers to report IMA problems, ask questions, and submit IT service requests for the tasks identified in Section C.5 of this PWS. In addition, the Help Desk shall provide IMA-related public service announcements and related events (for example, virus information, scheduled power outages, infrastructure status). The Help Desk shall be on-site and operational during normal operating hours to provide general-purpose help. The SP shall analyze, diagnose, document, and resolve IMA problems. The SP shall monitor, track, and escalate IMA problems until resolution. The SP shall document help desk activity by maintaining a record including a description of the problem, the customer affected, changes implemented, and resolution status.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Receive Trouble Calls	Weekly	Occurrence(s)	940	940	940	940	940
Performance Standard				Guidance and Regulations			
Customer phone calls answered within 30 seconds - 90% Period 1: Problems resolved upon initial contact – 50% Periods 2-5: Problems resolved upon initial contact – 65% Problems resolved by Help Desk or forwarded to SP IMA expert within four (4) business hours – 90%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Publish and Disseminate Helpful Hints, Procedures, Guidelines, and Other IT-Related Information	Monthly	Occurrence(s)	20	20	20	20	20
Performance Standard				Guidance and Regulations			
Customers notified of system unavailability within one (1) business hour after start of downtime – 95% Information published and disseminated within four (4) business hours of receipt of information – 90%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Follow Up With SP IMA Experts On Problem Resolution Status	Weekly	Occurrence(s)	470	329	329	329	329
Performance Standard				Guidance and Regulations			
Follow up every two (2) business days until problem is resolved and resolution information is documented – 98%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Provide Customers Problem Resolution Status	Weekly	Occurrence(s)	940	940	940	940	940
Performance Standard				Guidance and Regulations			
Problem resolution status updated every two (2) business days until resolved – 98%				None			

5.1.7.2 *Network Operating System (NOS), E-Mail, and Desktop Problem Resolution*

The SP shall troubleshoot and correct all e-mail, desktop, and NOS hardware and software problems for customers supported by the Community and Monmouth domains. Customers are found at TE-12 (NOS, E-Mail, and Desktop Customers). Troubleshooting of NOS hardware and software problems shall include, but not be limited to, running diagnostic utilities and working with vendors to troubleshoot problems. The SP shall be on-site to perform troubleshooting of e-mail problems between 0630-2300 on Federal business days. Troubleshooting of e-mail problems shall include, but not be limited to, running diagnostic utilities and working with vendors to troubleshoot problems. For desktop support, the SP shall troubleshoot and correct problems associated with hardware and software for customers depicted in TE-12 (NOS, E-Mail, and Desktop Customers). For all other CECOM Fort Monmouth Activities and Fort Monmouth Resident Activities, the SP shall provide desktop assistance over the telephone for routine questions or general guidance.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Troubleshoot and Resolve NOS Hardware and Software Problems	Weekly	Occurrence(s)	15	15	15	15	15
Performance Standard				Guidance and Regulations			
Respond within two (2) business hours – 95% Resolved within one (1) business day – 90%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Troubleshoot and Resolve Exchange Hardware and Software Problems and Respond to Inquiries	Daily	Occurrence(s)	25	25	25	25	25
Performance Standard				Guidance and Regulations			
Respond within two (2) business hours – 96% Resolved within one (1) business day – 90%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Troubleshoot and Resolve Sendmail Mail Transfer Agent (MTA) Problems	Annually	Occurrence(s)	4	4	4	4	4
Performance Standard				Guidance and Regulations			
Respond within two (2) business hours – 100% Resolved within one (1) business day – 100%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Troubleshoot and Resolve Desktop, Laptop, and Peripheral Problems	Daily	Occurrence(s)	35	35	35	35	35
Performance Standard				Guidance and Regulations			
Respond to Executive Level Managers within one (1) business hour – 95% Respond to all others within four (4) business hours – 95% Resolved within one (1) business day – 75%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Troubleshoot and Isolate Simple Mail Transfer Protocol (SMTP) Message Problems	Annually	Occurrence(s)	60	60	60	60	60
Performance Standard				Guidance and Regulations			
Identify problems and begin corrective action within four (4) business hours –				None			

95%	

5.1.7.3 *Defense Message System (DMS) Problem Resolution*

The SP shall troubleshoot and correct problems associated with DMS infrastructure components, including both hardware and software. Problems specific to the Certification Authority Workstation (CAW) shall be forwarded to the CAW Help Desk, if the SP cannot resolve the problem at the local level. The SP shall use the Remedy trouble ticketing system on the Management Workstation (MWS) to open a trouble ticket with the Regional Network Operations and Security Center-Columbus (RNOSC-C) whenever a problem concerning the local DMS infrastructure cannot be resolved locally. The SP shall effect required changes as directed by the RNOSC-C. The SP shall coordinate with any RNOSC-C referred technical expertise.

For troubleshooting classified DMS problems, the SP shall coordinate with the Rock Island Local Control Center (LCC) for any messaging connectivity problems, since the Primary GroupWare Server (GWS) is located at Rock Island. The SP shall assist Rock Island regarding the status of the GWS; provide notification of either planned or unscheduled power outages and respond to requests for assistance including, but not limited to, troubleshooting GWS problems, connectivity problems, and testing new functionality. If a trouble ticket must be opened with the RNOSC-C, the SP shall provide detailed information to the Rock Island LCC who will open a ticket using the Rock Island MWS.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Troubleshoot DMS Server Hardware and Software	Annually	Occurrence(s)	52	104	104	104	104
Performance Standard				Guidance and Regulations			
Respond within two (2) business hours – 98% Resolve hardware problems at local level within 24 business hours and open RNOSC-C trouble ticket – 95% Resolve software problems at local level within two (2) business days and open CAW Help Desk trouble ticket – 95%				TL-3 (DMS Organizational Messaging Concept of Operations) TL-4 (DMS Regional Operations and Security Centers and Area Control Center/Local Control Center Operational Interface Procedures) TL-5 (DMS Trouble Ticket Procedures)			

5.1.7.4 *Database Problem Resolution*

The SP shall resolve database problems. Problem resolution analysis includes, but is not limited to, system documentation, logs/journals, queues, audit trails, and dumps. As part of problem resolution, the SP shall also maintain database data integrity (for example, correcting corrupted data) for all standard and local databases.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Database Problems Resolved	Weekly	Occurrence(s)	20	20	20	20	20
Performance Standard				Guidance and Regulations			
Respond within two (2) business hours – 95% Resolved within one (1) business day – 85% Resolved within five (5) business days – 100%				None			

5.1.7.5 *Mainframe Problem Resolution*

Within the mainframe environment and its existing utilities and features (for example, logs, queues, Pwriter, audit trails, dumps, and runbooks), the SP shall take corrective action for batch local applications that did not run to successful completion. Within the mainframe environment, the SP shall troubleshoot online application problems that may include, but are not limited to, incorrect data appearing in CICS, System 2000 (S2K), M204, Keyplus, and Alpha Remote Terminal Inquiry System (ARTIS) applications, transaction abnormal ends (ABENDs), slow response times, and ACF2 violations. In both the batch and online environments, the SP shall effect corrective actions such as coordination of all actions; restoration and rebuilding of required files or databases; correction of corrupted data; and reprocessing of jobs to successful completion. Mainframe software is shown at TE-42 (Software List).

The SP shall serve as the single point of contact for customers to report problems related to mainframe processing. The SP shall report, track, manage, and analyze the problem and open a trouble ticket at DECC-S to reach a resolution. Critical problems, as defined in the DECC-S Customer User Guide, shall be

reported or elevated within the SP organization and equivalent management levels at DISA every four (4) hours until resolved. The SP shall notify CECOM IMA Management on elevations.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Troubleshoot Local Applications	Weekly	Occurrence(s)	15	15	15	15	15
Performance Standard				Guidance and Regulations			
Respond within two (2) business hours – 95% Resolved in one (1) business day – 80% Resolved in three (3) business days – 95%				**http://www.lssc.army.mil/rlads.html** (CCSSOI 18-320, Vol 1, 2, 3) (CCSS File Guides (e.g. CCSSOI 18-1-25 NSNMDR))			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Resolve Keyplus Problems	Monthly	Occurrence(s)	22	22	13	13	13
Performance Standard				Guidance and Regulations			
Respond within two (2) business hours – 95% Resolved in one (1) business day – 90% Resolved in three (3) business days – 95%				http://www.lssc.army.mil/rlads.html Keyplus Operating and Maintenance Procedures, CCSSOI 18-309 Keyplus User's Guide Keyplus Reference Guide			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Resolve ACF2 Problems	Annually	Occurrence(s)	36	36	36	36	36
Performance Standard				Guidance and Regulations			
Respond within two (2) business hours – 95% Resolved in one business day – 80% Resolved in three (3) business days – 90%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Resolve Data Transfer Problems	Monthly	Occurrence(s)	13	13	13	13	13
Performance Standard				Guidance and Regulations			
Respond within two (2) business hours – 90% Resolved within one (1) business day – 90% Resolved within two (2) business days – 95%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Receive Trouble Calls	Weekly	Occurrence(s)	75	75	75	75	75
Performance Standard				Guidance and Regulations			
Problems resolved upon initial contact – 80% Problems forwarded to appropriate IMA expert within four (4) business hours – 90%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
DECC-S Trouble Tickets Opened	Weekly	Occurrence(s)	15	15	15	15	15
Performance Standard				Guidance and Regulations			
Opened with DISA within one (1) business hour of determination of DISA responsibility for problem resolution – 93%				DECC-S Customer User Guide			

5.1.7.6 *Mid-Tier Application Problem Resolution*

The SP shall troubleshoot and take corrective action for mid-tier applications when server crashes, is not responding or is responding slowly. The SP shall effect corrective action, coordinate resolution with customers, and network and operations personnel. When new hardware/software is required, the SP shall troubleshoot application problems that arise with the installation and integration into the production environment and take corrective action. The SP shall resolve data transfer problems.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Troubleshoot Mid-Tier Problems	Monthly	Occurrence(s)	38	38	38	38	38
Performance Standard				Guidance and Regulations			
Respond within two (2) business hours – 95% Resolved in two (2) business days – 80% Resolve in one (1) business week – 90%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Resolve Data Transfer Problems	Annually	Occurrence(s)	36	36	36	36	36
Performance Standard				Guidance and Regulations			
Respond within two (2) business hours – 95% Resolved in one (1) business day – 90% Resolved in two (2) business days – 95%				None			

5.1.7.7 *Mid-Tier Server Problem Resolution*

The SP shall troubleshoot and take corrective action on mid-tier server problems such as system crashes, extensive response times, Lotus Notes environment problems, and unauthorized access. The SP shall analyze server information such as help desk calls, system logs, journals, dumps, system/utility/security documentation, and vendor information to solve server problems. The SP shall coordinate with vendors, Central Design Activities (CDAs), network personnel, and application programmers in the resolution of server problems. Unless otherwise directed by CECOM IMA Management, corrective actions that require service interruptions shall be scheduled outside normal operating hours.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Resolve System Server Problems	Monthly	Occurrence(s)	41	41	41	41	41
Performance Standard				Guidance and Regulations			
Resolved within two (2) business hours – 80% Resolved within one (1) business day – 90%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Resolve Interactive Interagency Business Opportunity Page (IIBOP) Problems	Monthly	Occurrence(s)	23	23	23	23	23
Performance Standard				Guidance and Regulations			
Resolved within two (2) business hours – 90%				None			

5.1.7.8 *Internet, Intranet, and Extranet Problem Resolution*

The SP shall provide technical problem resolution for all Internet, Intranet, and Extranet web sites, which include, but are not limited to, pages, links, access control levels, and browser configurations. The SP shall isolate problems, determine the extent of problems, resolve problems, and verify resolution.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Resolve Internet/Intranet/Extranet Problems	Weekly	Occurrence(s)	15	15	15	15	15
Performance Standard				Guidance and Regulations			
Respond within two (2) business hours – 95% Resolved within one (1) business day – 90% Resolved within three (3) business days – 95%				None			

5.1.7.9 *Local Area Network (LAN) Problem Resolution*

The SP shall support network infrastructure connectivity for CECOM Fort Monmouth Activities and Fort Monmouth Resident Activities. The SP shall be responsible for maintenance at the customer LAN level of the network infrastructure. The SP shall troubleshoot LAN problems including, but not limited to, all cable plant media faults, terminators, connectors, terminal and PC access problems, communications software related problems, and Network hardware problems for critical components. The SP shall provide remedial maintenance for the inside LAN cable plant as required. When necessary, the SP shall install spare Network components to maintain Network operations. The SP shall dispatch maintenance personnel, prioritize customer requests, and monitor the status of all customer requests. The SP shall coordinate all LAN maintenance tasks with the customer and provide technical assistance. The SP shall maintain an inventory of commonly used spare parts shown at TE-13 (Critical Network Spares).

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
LAN Problems Resolved	Weekly	Occurrence(s)	25	25	25	25	25
Performance Standard				Guidance and Regulations			
Respond within two (2) business hours – 95% Resolved within one (1) business day unless otherwise negotiated with customer – 90%				None			

5.1.7.10 *TSACS Problem Resolution*

The SP shall troubleshoot and correct TSACS problems. The SP shall open a trouble ticket with the ANSOC if the problem cannot be resolved locally.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
TSACS Problems Resolved	Monthly	Occurrence(s)	60	60	60	60	60
Performance Standard				Guidance and Regulations			
Resolved upon initial contact – 90% Resolved within two (2) business days – 98%				None			

5.1.7.11 *Network Connectivity Problem Resolution*

The SP shall resolve network connectivity problems for CECOM Fort Monmouth Activities and Fort Monmouth Resident Activities. Troubleshooting of network connectivity problems shall include, but not be limited to, running diagnostic utilities, network sniffers/probes, and working with vendors to troubleshoot problems. The SP shall be responsible for the resolution of network connectivity problems for networked IT assets such as, but not limited to, servers, PCs, printers, routers, gateways, and switches. For example, the SP shall be responsible for resolution of access problems to centralized servers supported by the SP, determining the cause of the access problem, and determining whether configuration changes are required to centralized network routers and associated configuration files. The SP shall also monitor access to and from the DISA provided Wide Area Network (WAN) to determine if access problems are a result of any network connectivity issues on the centralized routers or switches supporting SP managed facilities.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Network Connectivity Problems Resolved	Weekly	Occurrence(s)	7	7	7	7	7
Performance Standard				Guidance and Regulations			
Respond within two (2) business hours – 95% Resolved within one (1) business day unless otherwise negotiated with customer – 85%				None			

5.1.7.12 *Automated Data Processing Equipment (ADPE) Maintenance*

The SP shall maintain ADPE hardware for customers listed in TE-37B (ADPE Hardware Maintenance Customer List). This ADPE hardware includes, but is not limited to, equipment listed in TL-11 (ADPE Hardware Equipment Supported) and summarized in TE-37A (ADPE Hardware Maintenance Generic Equipment List). It shall be noted that TE-37A and TL-11 are dynamic and will vary as equipment is either added to the inventory or turned-in. When contacted for maintenance, the SP shall first determine if the equipment needing repair is under manufacturer's warranty. If so, the SP shall coordinate the execution of warranty actions for these customers. The Government will provide the ADPE maintenance facility at Fort Monmouth however, test equipment and repair parts shall be SP furnished. The facility shall be used exclusively for the ADPE maintenance requirements identified in this PWS. A representative record of repair parts for one (1) year is set forth in TE-4C (Government Furnished Property – Supplies and Materials/Spare Parts for Repair and Maintenance).

The SP shall repair malfunctioning ADPE IAW applicable manufacturers' specifications, in response to Help Desk service calls. The SP shall diagnose failures, perform required adjustments, replace faulty parts, and test repaired equipment to ensure proper operation. Maintenance is performed on critical and non-critical (routine) equipment. Critical equipment is defined as all servers and any equipment located in computer rooms in Buildings 1152, 2700, 1207, 283 and 901, as well as Commanders' and Directors' desktops.

Refer to PWS paragraphs C.1.4.2.4, Emergency Services and Repairs and C.5.1.8, Emergency Response for services and repairs required outside normal operating hours.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Routine Equipment Maintenance Responses	Daily	Occurrence(s)	11	10	9	8	7

Performance Standard	Guidance and Regulations
Respond within two (2) business hours – 95% Repair within four (4) business days – 98% For repairs that cannot be effected within four (4) business days, the SP shall notify the COR within four (4) business hours of initiation of repair – 100%	None

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Critical Equipment Maintenance Responses	Annually	Occurrence(s)	57	57	57	57	57
Performance Standard				Guidance and Regulations			
Respond during normal operating hours within one (1) hour – 98% Repair within four (4) hours – 98% For repairs that cannot be effected within four (4) hours, the SP shall notify the COR within one (1) hour of initiation of repair – 100%				None			

5.1.8 Emergency Response

The SP shall be on-call 24 hours a day, seven (7) days a week, to provide direct assistance for problems. Direct assistance is defined as qualified personnel with proper expertise, tools, and equipment engaged in resolving the problem. The SP shall comply with the required response times for each system. DMS requires 24-hour on-call status, and the SP shall be held accountable to the RNOSC-C for delays of messaging transfer and system downtime.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Emergency Response	Annually	Occurrence(s)	50	45	45	45	45
Performance Standard				Guidance and Regulations			
Emergency response times are indicated below - 95% NOS response time – two (2) hours from initiation of call E-mail response time – two (2) hours from initiation of call Desktop response time – four (4) business hours from initiation of call with exceptions as noted in paragraph C.5.1.7.12 DMS response time – two (2) hours from initiation of call Database response time – four (4) hours from initiation t of call Mainframe response time – two (2) hours from initiation of call Mid-Tier response time – two (2) hours from initiation of call LAN response time – two (2) hours from initiation of call TSACS response time – two (2) hours from initiation of call All Base Operations response times – two (2) hours from initiation of call All other response times – four (4) hours from initiation of call				None			

5.1.9 Information Mission Area Acquisition Evaluation Process

The SP shall perform technical evaluations of IMA acquisitions IAW the guidance and regulations specified below. The technical evaluations are needed to ensure interoperability with the Fort Monmouth architecture. IMA acquisitions include, but are not limited to, telecommunications equipment and ADP hardware/software.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Information Mission Area Technical Evaluation Process	Annually	Occurrence(s)	25	25	25	25	25
Performance Standard				Guidance and Regulations			
Completed within two (2) business days – 70% Completed within five (5) business days – 98%				Army Federal Acquisition Regulation Supplement (AFARS) Part 39 AR 25-1 AR 25-30 AR 70-1 AR 71-9 DA Pam 25-4			

5.1.10 Telecommunications and Computer Infrastructure and GFF Planning

The SP shall perform telecommunications and computer infrastructure planning for all modifications to GFF. The SP shall conduct surveys for short-term and long-term facilities requirements and create draft implementation plans from the survey results. In addition, this shall include planning for floor space, furniture, electrical, and other resources. The SP shall develop implementation plans for the facilities and shall initiate the necessary work orders. The SP shall coordinate with the Directorate for Public Works (DPW) POCs and as required outside vendors.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
GFF Planning	Annually	Occurrence(s)	15	15	15	15	15
Performance Standard				Guidance and Regulations			
All preparations completed within one (1) business week prior to scheduled system installation – 85%				Need Construction Guidance and Regs http://www.standards.IEEE.org IEEE 802.3, EIA/TIA 568A, EIA/TIA 569A, EIA/TIA 607			

5.1.11 Equipment and Ancillary IT Parts Acquisition

The SP shall coordinate and execute equipment and IT parts acquisitions required for carrying out mission taskings. The SP shall create and maintain documentation to support acquisition efforts for mission-related parts and equipment. The SP shall track receipt of acquired items. The SP shall maintain, analyze, and monitor expenditures for budget and administrative purposes.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Execute Acquisitions	Monthly	Occurrence(s)	13	13	13	13	13
Performance Standard				Guidance and Regulations			
Acquisitions initiated within three (3) business days of receipt of request – 90% Acquisitions executed within required timeframe – 95%				Army Federal Acquisition Regulation Supplement (AFARS) Part 39 AR 25-1 AR 25-30 AR 70-1 AR 71-9 DA Pam 25-4			

5.1.12 Transportation, Storage, and Material Handling

The SP shall transport, store, and safeguard material necessary to fulfill the requirements of this PWS. Each of the occurrences could be as simple as the transportation, storage and/or handling of a single item or could be as complex as the transportation, storage and/or handling of multiple, large items.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Material Events	Annually	Occurrence(s)	300	300	300	300	300
Performance Standard				Guidance and Regulations			
Event completed within required timeframe – 75%				None			

5.1.13 Special Projects

Special projects are requirements that are within the scope of the PWS but not part of day-to-day operations, vary in length and resources, and have a definable end. The SP shall analyze, engineer, and plan for potential special projects when notified by CECOM IMA Management. The management and performance of those special projects shall be in accordance with requirements set forth in subsequent contract modifications (unilateral or bilateral). Examples of past special projects are depicted in TE-41 (Special Projects).

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Provide Special Projects Plans	Annually	Occurrence(s)	56	56	56	56	56
Performance Standard				Guidance and Regulations			

Comprehensive implementation plans provided to CECOM IMA Management within seven (7) business days – 95% Projects completed within negotiated schedule and cost (if mod is cost reimbursement type) with no greater than a 10% average variance – 98%	None

5.2 Specialized Mission Functions

This section describes specialized IMA functions, both technical and managerial, that comprise the IT infrastructure and its operations and management. This section also addresses tasks that pertain to specific IMA management functions. Also addressed are tasks that describe other IMA mission services and support provided to CECOM Fort Monmouth Activities and Fort Monmouth Resident Activities.

5.2.1 Technical Advice

The SP shall serve as the subject matter expert and provide advice and guidance to the CECOM Fort Monmouth Activities and Fort Monmouth Resident Activities on IMA service issues. IMA service issues may pertain to areas such as NOS services, Microsoft Exchange, desktop computing, database management, web services, telecommunications engineering, DMS, application sustainment, and mid-tier server. The SP shall provide technical guidance and information to both technical and non-technical audiences.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform NOS Services Consultations	Annually	Occurrence(s)	24	24	24	24	24
Performance Standard				Guidance and Regulations			
Respond to inquiries within one (1) business day – 95% Resolve inquiries within three (3) business days – 100% Technical information provided is accurate – 95%				AMC Information Systems Architecture (ISA) AR 25-1			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Microsoft Exchange Consultations	Monthly	Occurrence(s)	60	60	60	60	60
Performance Standard				Guidance and Regulations			
Respond to inquiries within one (1) business day – 95% Resolve inquiries within three (3) business days – 95% Technical information provided is accurate – 95%				AMC-ISA AR 25-1			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Desktop Computing Consultations	Monthly	Occurrence(s)	20	20	20	20	20
Performance Standard				Guidance and Regulations			
Respond to inquiries within one (1) business day – 95% Resolve inquiries within three (3) business days – 95% Technical information provided is accurate – 95%				AMC-ISA AR 25-1			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Database Management Consultations	Monthly	Occurrence(s)	16	16	16	16	16
Performance Standard				Guidance and Regulations			
Respond to inquiries within three (3) business days – 95% Resolve inquiries within ten (10) business days – 95% Technical information provided is accurate – 95%				AMC-ISA AR 25-1			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Web Services Consultations	Annually	Occurrence(s)	8	8	8	8	8

Performance Standard	Guidance and Regulations
Respond to inquiries within three (3) business days – 85% Resolve inquiries within ten (10) business days – 85% Technical information provided is accurate – 85%	AMC-ISA AR 25-1

5.2.1.1 *Telecommunications Engineering Technical Advice*

The SP shall provide advice and guidance related to all voice, data, and video connectivity issues for CECOM Fort Monmouth Activities and Fort Monmouth Resident Activities. The SP shall utilize the Government furnished telecommunication contractors when developing recommendations on telecommunications technical issues. The SP shall advise on the interoperability and design of the network infrastructure. The SP shall deliver networking services that include, but are not limited to, assisting customers in LAN design, configuring network hardware, managing IP addresses and subnet requirements, and coordinating all data connectivity with Government furnished telecommunications contractors.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Telecommunications Engineering Consultations	Monthly	Occurrence(s)	20	20	20	20	20
Performance Standard				Guidance and Regulations			
Respond to inquiries within three (3) business days – 95% Resolve inquiries within ten (10) business days – 90% Technical information provided is accurate – 95%				AMC-ISA AR 25-1			

5.2.1.2 *DMS Technical Advice*

The SP shall provide advice and guidance to the CECOM Fort Monmouth Activities and Fort Monmouth Resident Activities on DMS issues. The SP shall coordinate with appropriate organizations to properly manage the LCC. These organizations include, but are not limited to, PM DMS-Army, the RNOSC-C, the DISA-approved contractor to provide DMS support (currently Lockheed Martin), DISA, AMC, and other Services/Agencies.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform DMS Consultations	Annually	Occurrence(s)	100	100	100	100	100
Performance Standard				Guidance and Regulations			
Respond to inquiries within two (2) business days – 95% Resolve inquiries within five (5) business days – 95% Technical information provided is accurate – 95%				TL-3, TL-4, TL-13, TL-41, TL-42, TL-44, TL-73, TL-75 (DISA DMS Interim Operating Procedures and Army DMS Policies and Procedures)			

5.2.1.3 *Application Sustainment Technical Advice*

The SP shall provide advice and guidance on local and standard applications. These inquiries include, but are not limited to, providing information on how customer systems interface with other systems, providing information/assistance with changing platforms for customer systems, providing coordination/collaboration with CECOM customers, CSC ILSO, CSC LSSO, Information System Software Center (ISSC) and other agencies to obtain unique reports/data, and the fielding of questions from other agencies requesting information or assistance, referenced in TE-14 (Other Agencies). Mainframe and mid-tier areas covered include, but are not limited to, CCSS, queue manipulation, ARTIS, Automated AUTODIN Interface (AAI) Standard Depot System (SDS), SBIS, and software listed in TE-27 (Software Applications and Languages), TE-9 (Mid-Tier Server and Operating Systems), and TE-10 (Database Management Systems and Databases).

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Application Sustainment Consultations	Monthly	Occurrence(s)	200	200	200	200	200
Performance Standard				Guidance and Regulations			
Respond to inquiries within two (2) business days – 95% Resolve inquiries within five (5) business days – 98% Technical information provided is accurate – 95%				None			

5.2.1.4 *Mid-Tier Server Technical Advice*

The SP shall provide advice and guidance to CECOM Fort Monmouth Activities and Fort Monmouth Resident Activities on all aspects of mid-tier application server systems listed in TE-4B (Government Furnished Property – Equipment) and TE-9 (Mid-Tier Server and Operating Systems). The SP shall provide technical guidance and information to both technical and non-technical audiences. This shall include, but not be limited to, the following aspects of the application server systems: configuration management, security, backup and restoration, file optimization, release management, software contracts, software licenses, external interfaces, and hardware and software.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Mid-Tier Server Consultations	Annually	Occurrence(s)	28	28	28	28	28
Performance Standard				Guidance and Regulations			
Respond to inquiries within two (2) business days – 95% Resolve inquiries within five (5) business days – 98% Technical information provided is accurate – 95%				None			

5.2.2 Release Management

The SP shall perform all aspects of release management, to include standard system releases, mainframe prototype releases, and mid-tier operating system and database management system releases. The SP shall coordinate all mainframe system changes, application releases, Special Processing Requests (SPRs), and Interim Change Packages (ICPs) to ensure all tasks are performed locally to implement the change and ensure that production processing is not impacted during installation. The SP shall coordinate with mainframe users, Central Design Activities (CDAs), and DISA. The SP shall continue to coordinate through post-implementation to ensure problems are addressed and processing is as expected.

5.2.2.1 *Mainframe Standard System Releases*

The SP shall receive notification of standard system releases from DOD, DA, and the CDAs. For all releases, the SP shall determine impacts and implement required changes and preparations. The SP shall coordinate these changes and preparations with CECOM Fort Monmouth Activities and Fort Monmouth Resident Activities. The SP shall develop and execute implementation plans for standard system releases. The SP shall coordinate the implementation of the release IAW guidance in the Implementation Plan (IP), release/pre-release documentation, and local requirements. The SP shall provide on-site release support outside normal operating hours as required. Standard system release sources include, but are not limited to, CSC LSSO, CSC ILSO, ISSC, and DFAS.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Field Standard System Releases	Annually	Occurrence(s)	10	10	10	10	10
Performance Standard				Guidance and Regulations			
Implemented within required timeframe – 90%				DOD and DA CDA Guidance			

5.2.2.1.1 Review/Recommend Local Application Changes

The SP shall review documentation and determine changes to affected bridging applications, ARTIS and Keyplus subsystems IAW the Implementation Plan (IP). The SP shall coordinate the installation date with CSC ILSO and CECOM Fort Monmouth Activities and make edits to CECOM libraries.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Review and Recommend Local Application Changes	Quarterly	Occurrence(s)	42	42	42	42	42
Performance Standard				Guidance and Regulations			
Review completed within five (5) business days prior to fielding date – 98%				http://www.lssc.army.mil/rlads.html			

5.2.2.1.2 Local Database Changes

The SP shall review documentation and determine and implement changes IAW the CDA Implementation Procedures. These changes may affect the following areas, including but not limited to, database elements, records, indexes, passwords, authorities, string modifications, additions, deletions, file growth, data saves and reloads, database redefinitions, and duplicate file reloads.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Make Local Database Changes	Annually	Occurrence(s)	28	28	28	28	28
Performance Standard				Guidance and Regulations			
Changes made correctly by implementation date – 95%				http://www.lssc.army.mil/rlads.html LSSO Release Management Implementation Procedures – Software Change Package Installation Schedule and Plan			

5.2.2.2 *Prototype Releases*

When directed by AMC or CECOM, the SP shall install and conduct a prototype release prior to CDA release to the AMC community. The SP shall provide to the CDA statistics and information on files being tested. The SP shall coordinate all activities between the CDA, local and remote operations, and CECOM Fort Monmouth Activities and Fort Monmouth Resident Activities. The SP shall analyze prototype system impacts and results, and shall review task viability to determine feasibility of continued operations. The SP shall provide lessons learned documentation for prototype releases. The SP shall alert the CDA immediately upon awareness of a work stoppage due to prototype problems.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Conduct Prototype Releases	Annually	Occurrence(s)	1	1	1	1	1
Performance Standard				Guidance and Regulations			
Project tasks are completed within required timeframe – 98%				Release Management Implementation Procedures – Software Change Package Installation Schedule and Plan			

5.2.2.3 *Mid-Tier System Releases*

For mid-tier operating systems, standard system applications, and database management system releases, the SP shall review vendor and CDA documentation to determine impact of release and take the necessary actions to ensure existing applications can operate properly under the release. The SP shall coordinate with affected customers at CECOM Fort Monmouth Activities and Fort Monmouth Resident Activities to minimize the impact on production (bridges and unique local applications) processing. Reference TE-9 (Mid-Tier Server and Operating Systems) and TE-10 (Database Management Systems and Databases) for applicable mid-tier operating systems and database management systems.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Field Mid-Tier Vendor Software Releases on All Servers	Annually	Occurrence(s)	16	16	16	16	16
Performance Standard				Guidance and Regulations			
Provide CECOM IMA Management an implementation plan within 60 days of a vendor offering of a final product release – 100% Project tasks are completed within required timeframe – 98%				Vendor Technical Guidance			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Field Standard System Releases	Annually	Occurrence(s)	6	6	6	6	6
Performance Standard				Guidance and Regulations			
Implemented correctly within required timeframe – 100%				DOD and DA CDA Guidance			

5.2.2.3.1 Local Application Changes

The SP shall review release documentation and make required changes to existing local applications to ensure continued functionality.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Make Local Application Changes	Annually	Occurrence(s)	35	35	35	35	35
Performance Standard				Guidance and Regulations			

Changes made correctly prior to installation of release – 90%	None

5.2.2.3.2 Local Database Changes

The SP shall review release documentation and make required changes to existing local databases to ensure continued functionality.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Make Local Database Changes	Annually	Occurrence(s)	10	10	10	10	10
Performance Standard				Guidance and Regulations			
Changes made correctly prior to installation of release – 90%				None			

5.2.3 Network Operating Systems Operations

The SP shall provide direct NT network operating systems support for the Community domain as diagrammed in TE-15 (NOS Architecture for Community & EMS Domains) and the Monmouth domain as diagrammed in TE-16 (Exchange Infrastructure). The Community domain includes: G1, G2, G3, G6, DCSRM, Personal Staff, Special Staff, RGO, IMA GIN, Legal, CAC, and Garrison. The Monmouth Domain includes the Fort Monmouth e-mail Exchange site. The SP shall provide technical assistance as requested by the other major Fort Monmouth domains: PEO Intelligence, Electronic Warfare, and Sensors (IEWS), PEO Command, Control, and Communications Systems (C3S), PM JCALS, SMC, LRC, RDEC, and SEC. The SP shall serve as Network Systems Administrators for the Community domain, Monmouth domain, EMS domain and Fort Monmouth Windows Internet Naming Service (WINS) servers. The SP shall support the administration of a stand-alone network server located in the Fort Monmouth Emergency Operations Center.

5.2.3.1 *NOS Migrations*

The SP shall migrate the Community, Monmouth and Enterprise Management System (EMS) domains to a Microsoft Windows 2000 environment. The expected workload corresponds to the anticipated schedule of new releases by Microsoft. The SP shall act as project lead to coordinate with other Fort Monmouth domains to migrate to this architecture. The SP shall obtain approval from CECOM IMA Management before implementation. The SP shall schedule meetings with customer POCs and provide, publish, and disseminate a migration guide. The SP shall set up file share areas and user accounts in the Community and Monmouth domains. The SP shall provide direct technical support to customers during migrations.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Develop NOS Technical Migration Plan(s)	Annually	Occurrence(s)	0	0	1	0	0
Performance Standard				Guidance and Regulations			
Provide technical migration plan to IMA Management within 30 business days of request – 100%				Microsoft Standard Guidance			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Execute Technical Migration Plan(s)	Annually	Occurrence(s)	1	0	0	1	0
Performance Standard				Guidance and Regulations			
Migration Plan tasks are executed within required timeframe - 98%				Microsoft Standard Guidance			

5.2.3.2 *NOS Software and Hardware*

The SP shall operate, maintain, troubleshoot, configure, and upgrade servers in the Community, Monmouth and EMS domains. Unless otherwise directed by CECOM IMA Management, changes or upgrades that require service interruptions shall be scheduled outside normal operating hours. The SP shall configure and integrate network devices and equipment to implement networking print devices and network cards. The SP shall install and configure network server operating systems and server-based applications for new, current and legacy systems in the Community and Monmouth domains. The SP shall provide, IAW DI-MGMT-80227, Configuration Management Status Report (Data Item Number B002), updates on the status

of all newly established or modified configurations. The SP shall provide domain configuration guidance to customers in other domains when required. The SP shall maintain current versions of NOS, patch releases, and associated monitoring software.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Install and Configure Hardware	Annually	Occurrence(s)	12	13	13	13	13
Performance Standard				Guidance and Regulations			
Servers installed and configured within ten (10) business days of receipt – 80% Server components installed and configured within two (2) business days of receipt – 100%				Vendor Technical Guidance			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Install and Configure NOS Software	Annually	Occurrence(s)	61	25	25	61	25
Performance Standard				Guidance and Regulations			
Operationally available within five (5) business days from approval of test results by CECOM IMA Management – 95%				None			

Footnote: The spike in workload across the five (5) periods relates to the additional amount of effort required during the implementation of a major Network Operation System (NOS) upgrade. Based upon industry and historical data, implementation of these upgrades is anticipated every three years.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Provide Customer Guidance on Domains	Annually	Occurrence(s)	6	2	2	2	2
Performance Standard				Guidance and Regulations			
Provide guidance to customers on 6 domains in period 1 within two (2) business days – 100% Provide guidance to customers on single domain periods 2 – 5 within two (2) business days– 100%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Test Service Packs and Maintain Current Version of NOS and Associated Monitoring Software	Annually	Occurrence(s)	3	3	3	3	3
Performance Standard				Guidance and Regulations			
Installed within five (5) business days of receipt of new version – 100%				Vendor Technical Guidance			

5.2.3.3 *Domain Performance Monitoring and Analysis*

The SP shall monitor the performance and analyze activity of the Community, Monmouth and EMS domains in order to achieve the 99.5% operational level. This shall be calculated by following the guidelines in TE-17 (NOS Operational Availability).

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Monitor and Analyze Performance	Daily	Occurrence(s)	3	3	3	3	3
Performance Standard				Guidance and Regulations			
Maintain operational availability – 99.5% (24 x 7)				Vendor Technical Guidance			

5.2.3.4 *Domain Server Backup and Restoration*

The SP shall perform backups of all Community, Monmouth and EMS domain servers. Incremental backups shall be done on a nightly basis and full backups shall be done on a weekly basis. The SP shall verify that the data on the tapes is recoverable. The SP shall restore access to domain resources.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Incremental Backups	Monthly	Occurrence(s)	44	44	44	44	44
Performance Standard				Guidance and Regulations			
Successful backups completed as scheduled (data on tapes is recoverable) – 95%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5

Perform Full System Backups	Quarterly	Occurrence(s)	26	26	26	26	26
Performance Standard				Guidance and Regulations			
Successful backups completed as scheduled (data on tapes is recoverable) – 95%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Restore Access to Domain Servers and Resources	Annually	Occurrence(s)	12	12	12	12	12
Performance Standard				Guidance and Regulations			
Server access restored within two (2) hours – 80%				None			

5.2.3.5 *Configure and Maintain NT Print Services*

The SP shall maintain operational network print services within the Community domain. This includes, but is not limited to, creating print services, loading print drivers, and downloading the latest ROM for printer network cards. The SP shall also upgrade software and information relative to the print service to keep it current. The SP shall provide, IAW DI-MGMT-80227, Configuration Management Status Report (Data Item Number B002), updates on the status of all newly established or modified configurations.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Configure and Maintain Print Devices	Annually	Occurrence(s)	91	12	12	91	12
Performance Standard				Guidance and Regulations			
Configured within one (1) business day of receipt of request – 98% Maintain print devices availability – 98%				None			

Footnote: The spike in workload across the five (5) periods relates to the additional amount of effort required during the implementation of a major Network Operation System (NOS) upgrade. Based upon industry and historical data, implementation of these upgrades is anticipated every three years.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Configure and Maintain Print Services	Annually	Occurrence(s)	91	12	12	91	12
Performance Standard				Guidance and Regulations			
Configured within one (1) business day of receipt of request – 98% Maintain print services availability – 98%				None			

Footnote: The spike in workload across the five (5) periods relates to the additional amount of effort required during the implementation of a major Network Operation System (NOS) upgrade. Based upon industry and historical data, implementation of these upgrades is anticipated every three years.

5.2.3.6 *NT System Administration Functions*

The SP shall perform system administration functions for the Community, Monmouth and EMS domains. These functions include, but are not limited to, creation and maintenance of domain accounts; creation and assignment of printer definitions for end users; creation and maintenance of global user groups; creation and maintenance of network shared data resources (shares and folders); creation and maintenance of workstation device definitions within the domain; establishing and monitoring of trust relationships; and assignment of file, folder, and share access permissions to maintain operating system security.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create and Maintain Domain Accounts (Community, Monmouth, EMS)	Annually	Occurrence(s)	250	250	250	250	250
Performance Standard				Guidance and Regulations			
Accurately created/updated within one (1) business day of receipt of request – 98%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create and Maintain Global User Groups (Community, Monmouth)	Annually	Occurrence(s)	34	19	19	34	19
Performance Standard				Guidance and Regulations			

Accurately created/updated within two (2) business days of receipt of request – 98%	None

Footnote: The spike in workload across the five (5) periods relates to the additional amount of effort required during the implementation of a major Network Operation System (NOS) upgrade. Based upon industry and historical data, implementation of these upgrades is anticipated every three years.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create and Maintain Logon Scripts (Community)	Annually	Occurrence(s)	72	60	60	72	60
Performance Standard				Guidance and Regulations			
Created/updated within two (2) business days of requirement change – 98% Successfully working on first use – 97%				None			

Footnote: The spike in workload across the five (5) periods relates to the additional amount of effort required during the implementation of a major Network Operation System (NOS) upgrade. Based upon industry and historical data, implementation of these upgrades is anticipated every three years.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create and Maintain Network Shared Data Resources (Community, EMS)	Annually	Occurrence(s)	26	11	11	26	11
Performance Standard				Guidance and Regulations			
Created/updated within one (1) business day of receipt of request – 90% Successfully working on first use – 90%				None			

Footnote: The spike in workload across the five (5) periods relates to the additional amount of effort required during the implementation of a major Network Operation System (NOS) upgrade. Based upon industry and historical data, implementation of these upgrades is anticipated every three years.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create and Maintain Workstation Device Definitions (Community, Monmouth)	Monthly	Occurrence(s)	100	40	40	200	0
Performance Standard				Guidance and Regulations			
Created/updated within one (1) business day of receipt of request – 98% Successfully working on first use – 98%				None			

Footnote: The spike in workload across the five (5) periods relates to the additional amount of effort required during the implementation of a major Network Operation System (NOS) upgrade. Based upon industry and historical data, implementation of these upgrades is anticipated every three years.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Establish and Monitor Trust Relationships (Community, Monmouth, EMS)	Annually	Occurrence(s)	22	23	23	23	23
Performance Standard				Guidance and Regulations			
Broken trusts reestablished within one (1) business hour of notification – 90% New trusts established within one (1) business day of requirement change – 90%				None			

5.2.4 Electronic Messaging

The current Fort Monmouth electronic mail system consists of a Microsoft Exchange site (commercial, DMS SBU, and DMS classified), UNIX Sendmail hosts, and remote access capability.

5.2.4.1 *Microsoft (MS) Exchange Operations*

The SP shall be on site from 0630-2300 on Federal business days for the management, sustainment, maintenance, and support of the Microsoft Exchange electronic mail system including, but not limited to,

the following components: mail servers, public folder servers, backup and test servers, web mail servers, connector server, mailsweeper server and Internet mail servers. The SP shall maintain the infrastructure, as referenced in TE-16 (Exchange Infrastructure). The e-mail infrastructure must be operated at Fort Monmouth. The SP shall provide the full range of electronic mail services for over 6,000 users. The SP shall maintain and configure all mail servers to include a list of customer POCs. The SP shall provide, IAW DI-MGMT-80227, Configuration Management Status Report (Data Item Number B002), updates on the status of all newly established or modified configurations. The customer activities supported are provided at TE-12 (NOS, E-Mail, and Desktop Customers). The SP shall only provide limited electronic mail services in the form of directory replication, access to public folders, connector services, and access to the Internet for the following customers: PEO IEWS, PEO C3S, Readiness Directorate (Flyaway Distribution System (FDS)), and Intelligence and Information Warfare Directorate (I2WD). The SP shall maintain, plan, and implement upgrades and enhancements to the e-mail infrastructure IAW OEM best business practices and TL-6 (Army Messaging Standards). The SP shall research and plan for technology insertion and implementation based on approval from CECOM IMA Management.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Operate and Maintain Exchange Components	Monthly	Occurrence(s)	40	40	40	40	40
Performance Standard				Guidance and Regulations			
Maintain operational availability - 99.5 % (24 x 7) Average e-mail message delivery time for each server shall not exceed two (2) minutes – 85% Average CPU utilization for each server shall not exceed 50% – 98%				Vendor Technical Guidance			

5.2.4.1.1 MS Exchange Hardware and Software

The SP shall install, upgrade, configure, test and monitor new hardware and software in the Exchange e-mail site based on approval from CECOM IMA Management.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Install/Upgrade/Configure/Test/ Monitor New Software	Annually	Occurrence(s)	2	2	2	2	2
Performance Standard				Guidance and Regulations			
Installed correctly within five (5) business days – 100%				Vendor Technical Guidance AMC-ISA AR-380-19			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Install/Upgrade/Configure/Test/ Monitor New Hardware	Annually	Occurrence(s)	10	10	10	10	10
Performance Standard				Guidance and Regulations			
Installed correctly within five (5) business days – 90%				Vendor Technical Guidance AMC-ISA AR-380-19			

5.2.4.1.2 MS Exchange Storage Management

The SP shall manage the amount of storage space on the Exchange servers IAW Microsoft recommendations and provide for a 60-day retention of non-archived e-mail. The SP shall manage the size of the information store to allow for no longer than a 4-hour restoration period. When disk space utilization approaches 75% of capacity, the SP shall recommend alternatives to and obtain approval from CECOM IMA Management on alternatives that impact customers.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Manage Storage Space	Quarterly	Occurrence(s)	66	66	66	66	66
Performance Standard				Guidance and Regulations			
For each server, free disk space must be greater than 25% of disk capacity – 98%				Microsoft Standard Guidance			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Manage Size of Information Store	Quarterly	Occurrence(s)	66	66	66	66	66
Performance Standard				Guidance and Regulations			

For each server, size must allow for restoration within four (4) hours – 98%	Microsoft Standard Guidance

5.2.4.1.3 MS Exchange Directory Management

The SP shall manage the Exchange directory and shall follow DA messaging standards for Exchange systems. The SP shall coordinate with LAN administrators in all supported domains to ensure that valid NT accounts are available for each mailbox. Directory updates based on requests from customer administrators shall be made by the SP. Exchange directory management functions shall include, but not be limited to, the following: create, modify, move, and delete mailboxes on the Exchange server ensuring unique Simple Mail Transfer Protocol (SMTP) and X.400 addresses for each mailbox, and checking the validity of office symbol accounts before creating office symbol mailboxes. The SP shall ensure the removal of Lotus Notes Accounts from the Global Address List (GAL). The SP shall connect the mailboxes to valid NT login accounts in the correct NT domain. The SP shall grant and modify permissions. The SP shall create and manage distribution lists and folders for customer organizations. The SP shall maintain and verify the accuracy of a custom recipient container, which includes the names and addresses of remote CECOM users.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Directory Updates	Weekly	Occurrence(s)	150	150	150	150	150
Performance Standard				Guidance and Regulations			
Accurate updates completed within one (1) business day of receipt of request – 98% Maintain operational availability – 99.5% (24 x 7)				None			

5.2.4.1.4 MS Exchange Performance Monitoring and Analysis

The SP shall monitor the performance and activity of the Exchange environment in order to achieve the 99.5% operational availability standard. This standard shall be calculated by following the guidelines in TE-18 (E-Mail Operational Availability).

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Monitor Exchange Infrastructure and Services	Monthly	Occurrence(s)	65	65	65	65	65
Performance Standard				Guidance and Regulations			
Maintain operational availability - 99.5% (24 x 7) Daily average transaction response time of one (1) minute or less – 98%				None			

5.2.4.1.5 MS Exchange Remote Access

The SP shall provide secure web and dial-in access to the Exchange site for all supported users. Secure web access shall utilize SSL protocols. Secure dial-in access shall utilize the Army radius compliant TSACS infrastructure. Remote access shall be operational 24 hours a day, 7 days a week.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Monitor Remote Access Availability	Monthly	Occurrence(s)	65	65	65	65	65
Performance Standard				Guidance and Regulations			
Maintain operational availability - 95% (24 x 7) Average CPU utilization for each server shall not exceed 50% – 98%				None			

5.2.4.1.6 MS Exchange X.400 Implementation

The SP shall evaluate X.400 connectivity requests, determine feasibility of implementation and forward results to CECOM IMA Management. If approved, the SP shall coordinate connector requirements with external sites, initialize connectors, and document connector information. The SP shall maintain and administer connectivity to existing sites and implement new sites. The SP shall develop Memoranda of Agreement (MOAs) between sites and process them for approval through CECOM IMA Management.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Implement a New Connector	Annually	Occurrence(s)	1	1	1	1	1
Performance Standard				Guidance and Regulations			
Implemented within one (1) business day after signed MOA – 100%				Vendor Technical Guidance			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Monitor X.400 Connectivity	Daily	Occurrence(s)	7	8	9	10	11
Performance Standard				Guidance and Regulations			
Resolve X.400 problems within one (1) business day – 100%				Vendor Technical Guidance			

5.2.4.1.7 Maintain Exchange Test Environment

The SP shall maintain, update and utilize a representative Exchange test environment.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Maintain and Update Exchange Test Environment	Annually	Occurrence(s)	3	3	3	3	3
Performance Standard				Guidance and Regulations			
Updated within ten (10) business days of receipt of new hardware/software – 100%				Vendor Technical Guidance			

5.2.4.1.8 MS Exchange Backup and Restoration

The SP shall perform full system backups of the Exchange servers on each weekday and incremental backups on weekends. A six (6) week retention schedule of tapes shall be maintained. The SP shall verify that the data on the tapes is recoverable. In the event of a failure, the SP shall restore mail functionality on any production server. The SP shall restore individual mailboxes on an exception basis.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Full System Backups	Monthly	Occurrence(s)	22	22	22	22	22
Performance Standard				Guidance and Regulations			
Successful backups completed on schedule (data on tapes is recoverable) – 95%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Incremental Backups	Quarterly	Occurrence(s)	26	26	26	26	26
Performance Standard				Guidance and Regulations			
Successful backups completed on schedule (data on tapes is recoverable) – 95%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Restore Mail Functionality	Annually	Occurrence(s)	2	2	2	2	2
Performance Standard				Guidance and Regulations			
Restored within four (4) hours – 100%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Restore Individual Mailboxes	Annually	Occurrence(s)	10	10	10	10	10
Performance Standard				Guidance and Regulations			
Within two (2) business days – 100%				None			

5.2.4.1.9 High Availability E-Mail

The SP shall continue the implementation of a high availability environment with the current production e-mail environment.

5.2.4.2 *DMS Operations*

DMS uses existing networks and systems architecture, and COTS-based software products to support a wide range of messaging services. DMS is standards-based and adheres to X.400 and X.500 international standards to meet military messaging requirements. These requirements have been accepted and approved by the US allies and are formally approved in Allied Communications Publications (ACPs). DMS encompasses messaging software components at the customer's desktop, DMS management components (both hardware and software at the local management level), and global infrastructure components. The system uses FORTEZZA Personal Computer Memory Card International Association (PCMCIA) cards to permit access to the messaging system. Currently there are approximately 1,000 users in CECOM Fort

Monmouth Activities and Fort Monmouth Resident Activities, and an additional 1,000 users are projected over the next five (5) years. All DMS-related functions are controlled by DISA.

The SP shall oversee/manage all software and hardware infrastructure components within SBU and classified enclaves. The classified infrastructure components are authorized to process classified message traffic up to and including the SECRET level.

The SP shall operate, maintain, and manage the DMS system and the infrastructure components as defined in the DMS Concept of Operations (CONOPS) and in TE-19 (DMS Infrastructure). The SP shall maintain the DMS infrastructure and plan for upgrades and enhancements. The SP shall maintain an operational level as detailed below, and this operational level shall be calculated by following the guidelines in TE-20 (DMS Operational Availability).

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Operate and Maintain DMS Components	Monthly	Occurrence(s)	40	40	40	40	40
Performance Standard				Guidance and Regulations			
Period 1: Maintain operational availability – 90% (24 x 7) Periods 2-5: Maintain operational availability – 99.5% (24 x 7) Average e-mail message delivery time for each server shall not exceed two (2) minutes – 85% Average CPU utilization for each server shall not exceed 50% – 98%				TL-3, TL-4, TL-13, TL-41, TL-42, TL-44, TL-73, TL-75 (DISA DMS Interim Operating Procedures and Army DMS Policies and Procedures)			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Attend Government-Required DMS Workgroups and Conferences	Quarterly	Occurrence(s)	1	1	1	1	1
Performance Standard				Guidance and Regulations			
Attend workgroups and conferences – 100%				TL-3, TL-4, TL-13, TL-41, TL-42, TL-44, TL-73, TL-75 (DISA DMS Interim Operating Procedures and Army DMS Policies and Procedures)			

5.2.4.2.1 DMS Hardware and Software Installation

The SP shall install and configure DMS hardware and software components.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Install and Configure Hardware	Annually	Occurrence(s)	3	3	3	3	3
Performance Standard				Guidance and Regulations			
Installed and configured within five (5) business days of receipt – 100%				Vendor Technical Guidance			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Install and Configure Software	Quarterly	Occurrence(s)	1	1	1	1	1
Performance Standard				Guidance and Regulations			
Installed and configured within ten (10) business days of receipt – 100%				Vendor Technical Guidance			

5.2.4.2.2 DMS Backup and Restoration

The SP shall perform daily incremental backups on the MWS system and weekly full backups of the Data Information Bases (DIBs). The SP shall verify that the data on the tapes is recoverable. The SP shall recover data from back-ups, and rebuild servers. A six (6) week retention schedule of tapes shall be maintained for full backups. A monthly retention schedule of tapes shall be maintained for incremental backups.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Incremental Backups of MWS	Monthly	Occurrence(s)	22	22	22	22	22
Performance Standard				Guidance and Regulations			
Successful backups completed on schedule (data on tapes is recoverable) – 95%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5

Perform Full Backups of DIBs	Annually	Occurrence(s)	52	52	52	52	52
Performance Standard				Guidance and Regulations			
Successful backups completed on schedule (data on tapes is recoverable) – 95%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Restore DMS Functionality	Annually	Occurrence(s)	2	2	2	2	2
Performance Standard				Guidance and Regulations			
System restored within one (1) business day – 100%				None			

5.2.4.2.3 Field Engineering Notices (FENs)

The SP shall monitor the Defense Information Infrastructure (DII) Asset Distribution System (DADS) DISA web site for notices regarding the existence of new or updated FENs. When new or updated FENs exist, the SP shall download the FEN and additional software changes (if any) to the MWS. The SP shall move the software to the appropriate infrastructure component and open an RNOSC-C trouble ticket. The SP shall backup affected software components prior to installing any software changes.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Monitor DADS	Monthly	Occurrence(s)	22	22	22	22	22
Performance Standard				Guidance and Regulations			
DADS monitored daily – 95%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Download, Implement, Install, and Backup FEN and Software Changes	Quarterly	Occurrence(s)	25	25	25	25	25
Performance Standard				Guidance and Regulations			
FEN correctly implemented within suspense date – 95% Successfully working on first customer use – 97%				None			

5.2.4.2.4 Certification Authority Workstation (CAW)

The CAW is used to generate information to be stored on individual PCMCIA-based FORTEZZA cards. The SP shall process FORTEZZA card application requests, program FORTEZZA cards, and update the X.509 certificate database with the FORTEZZA card information. The SP shall distribute FORTEZZA cards and Personal Identification Numbers (PINs) IAW the DMS Concept of Operations. FORTEZZA cards expire every three (3) years. The SP shall be responsible for all CAW SA duties. These duties include, but are not limited to, maintaining system backups and restorations, loading and implementing new software releases and patches, and maintaining operating systems and applications. The SP shall only implement National Security Agency (NSA) approved hardware and software changes. The SP shall also be the CAW IASO. This includes the responsibility for Two-Party Key Control (TPKC) of certain security functions (when two cards are needed to authenticate/authorize), auditing of system log files, and activating local user accounts (needed by SA and IASO). To perform the SA and IASO functions, the SP shall be certified to operate the CAW as detailed in TE-21 (CAW Requirements).

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Issue FORTEZZA Cards	Monthly	Occurrence(s)	35	90	35	35	90
Performance Standard				Guidance and Regulations			
Initial cards provided within five (5) business days of receipt of approved application – 95% Copy cards provided within one (1) business day – 95% Successfully working first customer use – 97%				TL-55 (Policy Creation Authority Procedure for Dual Level Operation of CAW)			

Footnote: The spike in workload across the five periods relates to the expiration and reissue of FORTEZZA cards for the Defense Messaging System (DMS) every three years.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Post Certificate Revocation List (CRL)	Annually	Occurrence(s)	26	26	26	26	26
Performance Standard				Guidance and Regulations			
No incidents of certificate expiration – 100%				TL-55 (Policy Creation Authority Procedure for Dual Level Operation of CAW)			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform System Backups	Annually	Occurrence(s)	52	52	52	52	52
Performance Standard				Guidance and Regulations			
Successful backups completed on schedule (data on tapes is recoverable) – 95%				TL-55 (Policy Creation Authority Procedure for Dual Level Operation of CAW)			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform CAW Database Backup	Annually	Occurrence(s)	156	156	156	156	156
Performance Standard				Guidance and Regulations			
Successful backups completed on schedule (data on tapes is recoverable) – 90%				TL-55 (Policy Creation Authority Procedure for Dual Level Operation of CAW)			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Restore CAW Functionality	Annually	Occurrence(s)	2	2	2	2	2
Performance Standard				Guidance and Regulations			
System restored within one (1) business day – 100%				TL-55 (Policy Creation Authority Procedure for Dual Level Operation of CAW)			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Implement Hardware and Software Changes	Annually	Occurrence(s)	4	4	4	4	4
Performance Standard				Guidance and Regulations			
Changes implemented correctly within five (5) business days – 100%				TL-55 (Policy Creation Authority Procedure for Dual Level Operation of CAW)			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Audit CAW Files	Annually	Occurrence(s)	52	52	52	52	52
Performance Standard				Guidance and Regulations			
No findings received from NSA – 100%				TL-55 (Policy Creation Authority Procedure for Dual Level Operation of CAW)			

5.2.4.2.5 DMS Directory Management

The SP shall create new accounts after receiving completed X.509 forms as shown in TE-22 (X.509 Certificate Request Form). The SP shall ensure the correctness of the X.509 forms, coordinate with the DMS user on the need for a Plain Language Address (PLA), update the X.500 global directory with the organizational name and PLA, create a mailbox on the local GWS, and connect mailboxes to valid NT login accounts in the correct NT domain. The SP shall maintain the X.500 global directory.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create and Maintain Accounts	Monthly	Occurrence(s)	58	8	8	8	8
Performance Standard				Guidance and Regulations			
Accurately created/updated within five (5) business days – 90% Maintain operational availability – 99.5% (24 x 7)				None			

5.2.4.2.6 DMS Detailed Design Changes

The SP shall review all detailed design documents to determine if changes are required, create change requests, and forward requests through PM DMS-Army, Messaging Systems Engineering Directorate (MSED), DISA, and the DISA-approved contractor to provide DMS support (currently Lockheed Martin). Once the design changes are approved/validated by the DISA-approved contractor, the SP shall implement infrastructure hardware and software changes, open an RNOSC-C trouble ticket, and then test and monitor the changes.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Implement Design Changes	Annually	Occurrence(s)	3	3	3	3	3
Performance Standard				Guidance and Regulations			
Changes made within ten (10) business days – 100%				None			

5.2.4.2.7 Classified DMS Operations

The SP shall operate and maintain the DMS classified common user agent terminal and peripherals. The SP shall provide electronic mail assistance to walk-in customers (e.g., composing, reading, forwarding, replying to, printing, and deleting DMS messages), ensuring that they possess the proper credentials for using classified DMS and for transporting classified material (Courier Card). The SP shall ensure that all classified documents are handled IAW AR 380-5 (DA Information Security Program).

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Monitor Secure Internet Protocol Router Network (SIPRNET) Connectivity	Weekly	Occurrence(s)	20	20	20	20	20
Performance Standard				Guidance and Regulations			
SIPRNET problems reported within one (1) hour of detection – 98%				AR 380-5			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Provide Electronic Mail Assistance to Customers	Weekly	Occurrence(s)	40	40	40	40	40
Performance Standard				Guidance and Regulations			
Provide guidance, direction, policies/procedures and provide application instructions within two (2) business hours – 98%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Monitor User Mailboxes for Unread Messages, Notifying Designated Users That They Have New Mail	Weekly	Occurrence(s)	40	40	40	40	40
Performance Standard				Guidance and Regulations			
Notify users within two (2) business hours of receipt of new mail – 95%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Coordinate With and/or Assist DMS Personnel at Rock Island, IL	Annually	Occurrence(s)	12	12	12	12	12
Performance Standard				Guidance and Regulations			
Provide technical information and take required corrective action within four (4) business hours of notification by Rock Island – 90%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Monitor System Logs and Postmaster Messages	Monthly	Occurrence(s)	22	22	22	22	22
Performance Standard				Guidance and Regulations			
Take corrective action to resolve system problems – 98% Escalate problems to Rock Island LCC that cannot be resolved locally – 95%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform System Backups	Annually	Occurrence(s)	152	152	152	152	152
Performance Standard				Guidance and Regulations			
Successful backups completed on schedule (data on tapes is recoverable) – 95%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Restore System Functionality	Annually	Occurrence(s)	2	2	2	2	2
Performance Standard				Guidance and Regulations			
Restored within eight (8) business hours – 100%				None			

5.2.4.3 *Sendmail Operations*

The SP shall manage, sustain, and support the Fort Monmouth Sendmail infrastructure. The system consists of Internet UNIX-based Sendmail systems. These Sendmail systems interface with the local Lotus Notes and Microsoft Exchange mail systems. The operational level shall be calculated by following the

guidelines in TE-23 (Sendmail Operational Availability) and TL-83 (RFC822-Standard for the Format of ARPA Internet Text Messages).

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Operate and Maintain Sendmail Infrastructure	Annually	Occurrence(s)	60	60	60	60	60
Performance Standard				Guidance and Regulations			
Maintain operational availability - 99.5% (24 x 7)				RFC 822			

5.2.4.3.1 Sendmail Alias Files and System Accounts

The SP shall maintain and update alias files of system accounts and organizational office symbol accounts. Approved office symbol entries shall be entered into the alias file and shall "point" to the correct account on the Fort Monmouth Exchange mail system.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Maintain and Update Alias Files and System Accounts	Annually	Occurrence(s)	36	36	36	36	36
Performance Standard				Guidance and Regulations			
Updates made within one (1) business day – 95%				None			

5.2.4.3.2 Sendmail System Administration

The SP shall ensure that the system software is maintained at current release levels, to include the UNIX operating system, system utilities, the Sendmail Mail Transfer Agent (MTA) software, and the Program for Internet News and Electronic E-Mail (PINE) User Agent (UA) software. The SP shall ensure that Sendmail anti-spamming and various other security parameters are in place to protect the system from spamming, unauthorized access, and unauthorized queries from remote locations.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Maintain Current Release Levels	Annually	Occurrence(s)	2	2	2	2	2
Performance Standard				Guidance and Regulations			
Changes made within ten (10) business days – 100% Successfully working on first customer use – 100%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Monitor Logs for Security	Annually	Occurrence(s)	260	260	260	260	260
Performance Standard				Guidance and Regulations			
Security incidents are resolved within five (5) business days – 100%				None			

5.2.5 Desktop Computing

The SP shall provide desktop support for themselves and for the activities listed in TE-12 (NOS, E-Mail, and Desktop Customers). All other CECOM Fort Monmouth Activities and Fort Monmouth Resident Activities shall receive limited support via telephone only.

The SP shall install, upgrade, configure, and provide guidance on standard desktop software and hardware that operates within the CECOM automation architecture. This includes desktops, laptops, and associated peripherals. The SP shall maintain inventory information regarding desktop products and services.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Install, Upgrade, and Configure Desktop Hardware and Software	Monthly	Occurrence(s)	2000	2000	2000	2000	2000
Performance Standard				Guidance and Regulations			
Changes completed within two (2) months of OEM availability – 90% Successfully working on first customer use – 98%				None			

5.2.6 On-Site Customer Support

5.2.6.1 *Reimbursable Customer Support*

The SP shall provide, on a reimbursable basis, direct on-site support to the customer activities listed below. The SP on-site representative(s) shall be the POC(s) for the IMA technical support for the customer activity. IMA technical and administrative support includes, but is not limited to, telecommunications, automation, IT security, and customer-unique requirements. The SP shall provide to CECOM IMA Management a corrective action plan when on-site support results in two (2) or more valid customer complaints per work-year of support.

The following customers require a level of on site support to provide the services listed below. The SP shall provide the full work-years on-site. Functional Support Agreements (FSAs) are in place with the RDEC, SMC, PEO C3S and can be found in the technical library. The workload represented by the reimbursable on-site support is not included in the outputs of C.5. Currently, this support is staffed at the following levels:

- RDEC – Three (3) work-years of support to RDEC (Two (2) in RDEC HQ and one (1) in Space and Terrestrial Communications Directorate (S&TCD))
- SMC – Two (2) work-years of support to SMC (One (1) in Product Manager Defense Communications and Army Transmission Systems (PM DCATS) and one (1) in Project Manager Global Positioning Position (PM GPS))
- PEO C3S – Two (2) work years of support to PEO C3S (One (1) in Warfighter Information Network – Terrestrial (WIN-T) and one (1) in PEO C3S HQ))

Support Elements	Title	RDEC HQ and S&TCD	SMC PM DCATS	SMC PM GPS	PEO C3S HQ	
	Reimbursable On-site Work Year	3	1	1	1	
5.1.3	Information Management, Data Calls, and Briefings	X	X	X	X	
5.1.5	Technology and Product Evaluation		X	X		
5.1.6	IMA Security	X	X	X	X	
5.1.7	Problem Resolution	X	X	X	X	
5.2.3	NOS Operations	X	X	X		
5.2.4	Electronic Messaging					
5.2.5	Desktop Computing	X	X	X	X	
5.2.8	Database Management					
5.2.9	Application Sustainment					
5.2.10	Mid-Tier Server Hardware and Software Support	X	X	X		
1.4.9.5	Equipment Management	X	X	X	X	
	Field Support for Key Executives	X	X	X	X	

Footnote: The table describes the requirements of the solicitation, whereas the bulletized phrases directly above it depict the current staffing for the identified customers.

5.2.6.2 *Collocated Customer Support*

The SP shall provide direct on-site support to the customer activities and buildings listed below. The SP on-site representative(s) shall be the POC(s) for the IMA technical support for the customer activity(ies). IMA technical and administrative support includes, but is not limited to, telecommunications, automation, IT security, and customer-unique requirements. The SP shall provide to CECOM IMA Management a corrective action plan when on-site support results in two (2) or more valid customer complaints per work-year of support.

In order to meet the requirements of this PWS the SP shall have as a minimum the following full-time man-years dedicated and collocated in the following areas: One (1) man-year at Building 901 (G1); four (4) man-years in the Building 1207/1208 (G3, CECOM Command Group, CECOM Legal, Public Affairs

Office (PAO), CECOM Acquisition Center and G6); one (1) man-year at Building 283 Systems Management Center (SMC). The workload represented by the one (1) man-year requirement in G1 and the one (1) man-year requirement in SMC for collocated support is not included in any of the output boxes of C.5. Additionally, the workload represented by all other collocated support is included in the output boxes of C.5.

Currently, collocated support is staffed at the following levels:

- SMC HQ – 3 work-years of support to Bldg. 283
- DCSRM – 2.6 work-years of support to Bldg. 206
- G3 – 2.3 work-years of support to Bldg. 1207
- Command Group – 4 work-years of support to Bldg. 1207
- Acquisition Center – 5.25 work-years of support to Bldg. 1208
- Legal – 1 work-year of support to Bldg. 1207

The following customers require a minimum level of collocated support to provide the services listed below.

Support Elements	Title	1207/ 1208 Area	G1 Bldg. 901	SMC HQ Bldg. 283
	Minimum Collocated Staffing Requirements	4	1	1
5.1.3	Information Management, Data Calls, and Briefings	X	X	X
5.1.5	Technology and Product Evaluation	X	X	X
5.1.6	IMA Security	X	X	X
5.1.7	Problem Resolution	X	X	X
	Field Support for Key Executives	X	X	X
5.2.3	NOS Operations	X		
5.2.3	Support to Emergency Operations Center	X		
5.2.4	Electronic Messaging	X		
5.2.5	Desktop Computing	X	X	X
5.2.8	Database Management		X	X
5.2.7	Support to Command Group	X		
5.2.9	Application Sustainment		X *	X
5.2.10	Mid-Tier Server Hardware and Software Support	X	X	X
1.4.9.5	Equipment Management	X	X	X

* The on-site support for G1 in Bldg. 901 shall be functionally and operationally familiar with Personnel systems including, but not limited to, Defense Civilian Personnel Data System (DCPDS), Standard Installation/Division Personnel System – 3 (SIDPERS3), Functional Process Improvements / Personnel Process Improvements (FPI/PPI), Automated Individual Development Plan (AIDP), Workman's Compensation Claims Management System (WCCMS), Personnel Regulatory and Case Decision Reference Tool (Personnet), and Federal Retirement Calculator (FRC) System.

5.2.7 Command Group MS Exchange and NOS Operations

The SP shall be collocated with the CECOM Command (CMD) Group from 0630-1900 on Federal business days for the management, sustainment, maintenance, and support for both the CECOMCMD Group Microsoft Exchange electronic mail site in TE-24, (CECOM Command Group E-mail Site) and the NT Network Operating System for the CECOMCMD domain. The SP shall perform e-mail and Domain

operations and maintenance services as delineated in MS Exchange Operations paragraph 5.2.4.1, and the Network Operating Systems Operations paragraph 5.2.3. The SP shall provide, IAW DI-MGMT-80227, Configuration Management Status Report (Data Item Number B002), updates on the status of all newly established or modified configurations. The SP shall provide the services delineated in Information Assurance Security Officer (IASO) paragraph 5.1.6.11. The e-mail infrastructure must be operated at Fort Monmouth. The SP shall operate and maintain the VINCA High Availability (HA) software.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create and Maintain ACLs	Annually	Occurrence(s)	48	12	12	48	12
Performance Standard				Guidance and Regulations			
Accurately updated within two (2) business days of receipt of request – 98%				None			

Footnote: The spike in workload across the five (5) periods relates to the additional amount of effort required during the implementation of a major Network Operation System (NOS) upgrade. Based upon industry and historical data, implementation of these upgrades is anticipated every three years.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Implement Vendor Security Patches	Annually	Occurrence(s)	12	12	12	12	12
Performance Standard				Guidance and Regulations			
Implemented within five (5) business days of patch availability – 90% Successfully implemented resulting in no problems – 90%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Install and Maintain Current Anti Virus Software on Servers	Annually	Occurrence(s)	24	24	24	24	24
Performance Standard				Guidance and Regulations			
Latest version of anti-virus software/updates installed within five (5) business days of vendor availability – 98% Successfully installed/maintained resulting in no problems – 95%				AR 380-19 ACERT Advisories			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Submit Report of Virus-Related Incidents	Annually	Occurrence(s)	1	1	1	1	1
Performance Standard				Guidance and Regulations			
Report submitted within the required reporting period – 100% Report is completely accurate – 100%				AR 380-19 ACERT Advisories			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Quarantine/Disinfect Viruses	Annually	Occurrence(s)	84	84	84	84	84
Performance Standard				Guidance and Regulations			
Process quarantined items and disinfect within one (1) business day – 98% No lost or undelivered e-mail – 99%				E-mail Anti-Virus INFOCON Procedures (FOUO) AR 380-19 ACERT Advisories			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Troubleshoot and Resolve NOS Hardware and Software Problems	Annually	Occurrence(s)	24	24	24	24	24
Performance Standard				Guidance and Regulations			
Respond within two (2) business hours – 95% Resolved within one (1) business day – 90%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Troubleshoot and Resolve Exchange Hardware and Software Problems and Respond to Inquiries	Monthly	Occurrence(s)	15	15	15	15	15
Performance Standard				Guidance and Regulations			

Respond within two (2) business hours – 95% Resolved within one (1) business day – 90%	None

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Troubleshoot and Resolve Sendmail MTA Problems	Annually	Occurrence(s)	2	2	2	2	2
Performance Standard				Guidance and Regulations			
Respond within two (2) business hours – 100% Resolved within one (1) business day – 100%				RFC 822			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Troubleshoot and Isolate SMTP Message Problems	Annually	Occurrence(s)	10	5	2	2	2
Performance Standard				Guidance and Regulations			
Identify problems and begin corrective action within four (4) business hours – 100%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Install and Configure New Hardware	Annually	Occurrence(s)	2	2	2	2	2
Performance Standard				Guidance and Regulations			
Servers installed and configured within ten (10) business days of receipt – 100%				Vendor Technical Guidance			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Install and Configure New Software	Annually	Occurrence(s)	3	3	3	3	3
Performance Standard				Guidance and Regulations			
Operationally available within five (5) business days from approval of test results by CECOM IMA Management – 100%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Monitor and Analyze Performance	Monthly	Occurrence(s)	44	44	44	44	44
Performance Standard				Guidance and Regulations			
Maintain operational availability - 99.5% (24x7) Average CPU utilization for each server shall not exceed 50% – 98%				Vendor Technical Guidance			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Full System Backups	Monthly	Occurrence(s)	22	22	22	22	22
Performance Standard				Guidance and Regulations			
Successful backups completed on schedule (data on tapes is recoverable) – 95%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Restore Access to Domain Servers and Resources	Annually	Occurrence(s)	1	1	1	1	1
Performance Standard				Guidance and Regulations			
Server access restored within two (2) hours – 100%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Configure and Maintain Print Devices	Annually	Occurrence(s)	2	2	2	2	2
Performance Standard				Guidance and Regulations			
Configured within one (1) business day of receipt of request – 100% Maintain operational availability – 99.5%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Configure and Maintain Print Services	Annually	Occurrence(s)	2	2	2	2	2
Performance Standard				Guidance and Regulations			
Configured within one (1) business day of receipt of request – 100%				None			

Maintain operational availability – 99.5%	

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create and Maintain Domain Accounts	Annually	Occurrence(s)	5	5	5	5	5
Performance Standard				Guidance and Regulations			
Accurately created/updated within one (1) business day of receipt of request – 100%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create and Maintain Global User Groups	Annually	Occurrence(s)	1	1	1	1	1
Performance Standard				Guidance and Regulations			
Created/updated within two (2) business days of receipt of request – 100% Successful access on first use – 100%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create and Maintain Logon Scripts	Annually	Occurrence(s)	1	1	1	1	1
Performance Standard				Guidance and Regulations			
Created/updated within two (2) business days of requirement change – 100% Successful access on first use – 100%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create and Maintain Network Shared Data Resources	Annually	Occurrence(s)	1	1	1	1	1
Performance Standard				Guidance and Regulations			
Created/updated within one (1) business day of receipt of request – 100% Successful access on first use – 100%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create and Maintain Workstation Device Definitions	Annually	Occurrence(s)	40	10	10	40	10
Performance Standard				Guidance and Regulations			
Created/updated within one (1) business day of receipt of request – 97% Successful access on first use – 100%				None			

Footnote: The spike in workload across the five (5) periods relates to the additional amount of effort required during the implementation of a major Network Operation System (NOS) upgrade. Based upon industry and historical data, implementation of these upgrades is anticipated every three years.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Establish and Monitor Trust Relationships	Annually	Occurrence(s)	2	2	2	2	2
Performance Standard				Guidance and Regulations			
Broken trusts reestablished within one (1) business hour of notification – 100% New trusts established within one (1) business day of requirement change – 100%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Manage Storage Space	Annually	Occurrence(s)	5	5	5	5	5
Performance Standard				Guidance and Regulations			
For each server, free disk space must be greater than 25% of disk capacity – 100%				Microsoft Standard Guidance			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Manage Size of Information Store	Daily	Occurrence(s)	1	1	1	1	1
Performance Standard				Guidance and Regulations			
For each server, size must allow for restoration within four (4) hours – 98%				Microsoft Standard Guidance			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Directory Updates	Annually	Occurrence(s)	156	156	156	156	156
Performance Standard				Guidance and Regulations			
Accurate updates completed within one (1) business day of receipt of request – 98% Maintain operational availability – 99.5% (24x7)				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Monitor Remote Access Availability	Monthly	Occurrence(s)	44	44	44	44	44
Performance Standard				Guidance and Regulations			
Maintain operational availability - 95% (24x7) Average transaction response time of two (2) minutes or less – 95%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Implement a New Connector	Annually	Occurrence(s)	1	1	1	1	1
Performance Standard				Guidance and Regulations			
Implemented within one (1) business day after signed MOA – 100%				Vendor Technical Guidance			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Monitor X.400 Connectivity	Daily	Occurrence(s)	5	5	5	5	5
Performance Standard				Guidance and Regulations			
Resolve X.400 problems within one (1) business day – 100%				Vendor Technical Guidance			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Restore Mail Functionality	Annually	Occurrence(s)	2	2	2	2	2
Performance Standard				Guidance and Regulations			
Restored within four (4) hours – 100%				None			

5.2.8 Database Management

The SP shall serve as manager and Database Administrator for seven (7) database management systems residing on the DECC-S mainframe and on mid-tier systems for CECOM Fort Monmouth Activities. These systems are described in TE-10 (Database Management Systems and Databases). Database management includes database administration, configuration management, and database backup and restoration. The SP shall provide, IAW DI-MGMT-80227, Configuration Management Status Report (Data Item Number B002), updates on the status of all newly established or modified configurations. The SP shall provide DBMS services to CECOM Worldwide, DFAS, and Fort Monmouth Resident Activities.

SYSTEM 2000: This SAS DBMS is a hierarchical mainframe database currently running on OS/390 at DECC-S. S2K interfaces with CICS, ACF2, General Access Facility (GAF), Syncsort, File Transfer Protocol (FTP), Systems Managed Storage (SMS), and International Business Machines (IBM) utilities. S2K utilizes S2K Natural language, Procedure Language Extension (PLEX), and S2K utilities. The SP shall support applications that are created locally.

MODEL 204: This Computer Associates (CA) DBMS is a non-relational mainframe database currently running on OS/390 at DECC-S. M204 interfaces with CICS, ACF2, Syncsort, FTP, SMS, and IBM utilities. M204 utilizes M204 User Language, Host Language Interface (HLI), and M204 utilities. The SP shall support applications that are created locally.

ORACLE: Oracle is a relational database running locally on UNIX and NT, as well as on OS/390 at DECC-S. Applications are fielded from CDAs and created locally. The local platforms include HP 800 series, Sun 6000, and Unisys Quanta HS6. Oracle is the preferred local DBMS.

LOTUS NOTES: Lotus Notes is a commercial groupware product running on multi platforms (Sun Solaris, HP-UX, NT, LINUX). Applications are fielded from CDAs and created locally. The platforms include HP 800 series, Sun 6000 and Intel X86. Lotus Notes is the preferred local groupware.

SYBASE: SYBASE is a commercial relational database running on a Sun 6000 using Sun Solaris and HP 800 series. The applications fielded are SPS from DOD and Horizon from AMERITECH.

INFORMIX: INFORMIX is a relational database running on a HP 800 series mini computer. The application is AMC Automated Manpower Management Information System (AAMMIS), an AMC standard system fielded by CSC ILSO.

PROGRESS: PROGRESS is a commercial relational database running on a HP 800 series. The application is SAACONS, which is a system fielded by DA.

5.2.8.1 *Database Administration*

The SP shall perform database administration, which includes, but is not limited to, monitoring, maintenance, security, backup and recovery, tool research, tuning, expansion, deletion, reload and establishment of databases. The SP shall program in the database languages, create and troubleshoot data queries, modify data, and train users. The SP shall perform database management IAW IEEE standards that govern application management. The SP shall conduct development and testing outside the production environment to ensure integrity. The SP shall ensure that each database has enough free space to handle two (2) weeks of transactional data. The SP shall retain Model 204 database definitions for three (3) fiscal years.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Database Environment Availability	Weekly	Occurrence(s)	35	35	35	35	35
Performance Standard				Guidance and Regulations			
Data Base Administration results in no production downtime – 90%				IEEE 12207.0.1.2			

5.2.8.1.1 Database Reorganization

The SP shall analyze and perform database synchronization and reorganization, which includes file reloads, file reallocations, and disk alignments. In addition, for hierarchical databases, the SP shall analyze database skewness.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Local Mainframe Database Reorganizations	Quarterly	Occurrence(s)	30	30	30	30	30
Performance Standard				Guidance and Regulations			
Reorganization results in no production downtime – 95% Reorganization completed within two (2) business days – 95%				Vendor Technical Guidance			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Standard And Local Minicomputer Database Reorganizations	Annually	Occurrence(s)	42	42	42	42	42
Performance Standard				Guidance and Regulations			
Reorganization results in no production downtime – 95% Reorganization completed within two (2) business days – 95%				Vendor Technical Guidance			

5.2.8.1.2 Database Build

The SP shall perform data normalization for new local databases. The SP shall perform database builds, which include, but are not limited to, data modeling, data dictionary build, analysis of space requirements, size limitations, and establishment of purge criteria. The SP shall analyze the server requirements for on-line multi-user execution (such as workspace, sort space, number of users, and caching).

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Database Normalizations/Builds	Annually	Occurrence(s)	24	24	24	24	24
Performance Standard				Guidance and Regulations			
Completed within seven (7) business days, unless otherwise negotiated with the customer – 90%				Vendor Technical Guidance			

5.2.8.2 *Database Backup and Restoration*

The SP shall schedule mainframe database backup and restoration for local applications, including incremental and full pack. The SP shall perform mid-tier server database backup and restoration for local and standard applications including incremental, full pack, and database software. The SP shall maintain archive backups per customer requirements. TE-25 (Unique Backup Requirements) shows the current customer requirements. The SP shall update the archiving and backup schedule as changes in customer requirements occur. In addition, the SP shall provide database redundancy based on customer requirements. Where applicable, the SP shall coordinate database restoration with all affected customers and outside organizations.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Mainframe Database Restorations	Monthly	Occurrence(s)	18	18	18	18	18
Performance Standard				Guidance and Regulations			
Restoration completed within two (2) business days – 90% Successful access on first use – 95%				IEEE 12207.01.02 System 2000 Control Guide			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Minicomputer Database Incremental Backups	Weekly	Occurrence(s)	88	88	88	88	88
Performance Standard				Guidance and Regulations			
Successful backups completed on schedule (data on tapes is recoverable) – 95%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Minicomputer Database Full (Including Software) Backups	Weekly	Occurrence(s)	18	18	18	18	18
Performance Standard				Guidance and Regulations			
Successful backups completed on schedule (data on tapes is recoverable) – 95%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Minicomputer Database Restorations	Annually	Occurrence(s)	50	50	50	50	50
Performance Standard				Guidance and Regulations			
Restoration completed within one (1) business day – 90%				None			

5.2.9 Application Sustainment.

The SP shall maintain and sustain legacy applications, as well as provide technical assistance and consultant service to the CECOM Fort Monmouth Activities and Fort Monmouth Resident Activities. The SP shall modify, support and maintain local application programs and databases. The applications to be maintained include local unique applications, as well as bridges that interface with external and standard systems. The SP shall update existing mainframe application production runbooks and create new runbooks for developed applications. The runbooks shall be submitted to and approved by DECC-S.

The SP shall modify external systems to operate in the CECOM environment as defined in TE-42 (Software List), TE-9 (Mid-Tier Server and Operating Systems), and TE-10 (Database Management Systems and Databases). All local systems reside in mainframe, mid-tier, server, and PC environments. Workload shall be generated by written System Change Requests (SCRs) submitted to the SP. The SP shall perform application development and fielding for projects under 100 hours. Any development of fielding projects over 100 hours shall be treated as a special project. The legacy systems, applications and programs supported and maintained are found in TE-26 (Legacy and Standard System Table) and TE-27 (Software Applications and Languages). The SP shall support systems in TE-27 (Software Applications and Languages) that bridge to the Command Commodity Standard System (CCSS) and Standard Depot System (SDS), utilizing AMC unique Data Management Routines (DMRs) and file structures.

5.2.9.1 *System Change Request (SCR)*

The SP shall implement SCRs for local applications, including determining requirements; defining problems; performing additions, changes, and deletions; testing; validation; and implementation. The SP shall implement requested changes in a manner that satisfies the request without adverse impact to other systems and is IAW configuration management guidelines. SCRs typically involve programming changes and also include, but are not limited to, modifications to an output, file extracts, file downloads, file transfers, creation of web pages, modification of web pages, and modification of scans. The SP shall verify and document customer acceptance before and after all actions.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Implement SCRs	Weekly	Occurrence(s)	24	24	24	24	24
Performance Standard				Guidance and Regulations			
Completed within negotiated schedule with no greater than 10% average variance – 95%				**http://www.lssc.army.mil/rlads.html** (CCSSOI 18-320, Vol 1, 2, 3) (CCSS File Guides (e.g. CCSSOI 18-1-25 NSNMDR))			

5.2.9.2 *Data Transfers*

The SP shall monitor data transfers as referenced in TE-28 (Data Transfers).

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Data Transfers	Daily	Occurrence(s)	40	40	40	40	40
Performance Standard				Guidance and Regulations			
Failed transfers are identified for resolution prior to any customer complaint – 97%				None			

5.2.9.3 *Configuration Management*

The SP shall document and control maintenance and modifications to hardware and software related to the sustainment, enhancement, or establishment of application programs and databases. The SP shall modify established configurations to adhere to new standard system specifications. The SP shall establish new configurations based on guidance from CDAs. The SP shall provide, IAW DI-MGMT-80227, Configuration Management Status Report (Data Item Number B002), updates on the status of all newly established or modified configurations.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Coordinate Changes to System Environment	Annually	Occurrence(s)	16	16	16	16	16
Performance Standard				Guidance and Regulations			
Changes made correctly within two (2) weeks of request – 90%				Vendor Technical Guidance			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Update Applications	Annually	Occurrence(s)	62	62	62	62	62
Performance Standard				Guidance and Regulations			
Updates applied correctly within the scheduled date – 95%				Vendor Technical Guidance			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Provide Configuration Management Status Report	Quarterly	Occurrence(s)	1	1	1	1	1
Performance Standard				Guidance and Regulations			
Report submitted within ten (10) calendar days after the end of each quarter – 100%				None			

5.2.9.4 *Library Maintenance*

The SP shall manage the mainframe local production and test libraries. The functions to be performed include, but are not limited to, restoration and movement of modules between production and test libraries, review of file and library allocations for required expansion of directories, and integration of these jobs into the production environment.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Library Maintenance	Monthly	Occurrence(s)	15	15	15	15	15
Performance Standard				Guidance and Regulations			
Actions completed within two (2) business days – 90%				None			

5.2.9.5 *Keyplus System Administration*

The SP shall administer the Keyplus data entry system used to input transactions into CCSS standard system and local applications. The SP shall perform Keyplus administration functions covering the creation and maintenance of Keyplus jobs and tables, as well as file maintenance of Keyplus files. The SP shall perform Keyplus maintenance based on analyzing and reviewing utility outputs.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Keyplus Administration	Monthly	Occurrence(s)	44	44	44	44	44
Performance Standard				Guidance and Regulations			
Keyplus tasks completed correctly within one (1) business day – 90%				http://www.lssc.army.mil/rlads.html Keyplus Operating and Maintenance Procedures Keyplus User's Guide Keyplus Reference Guide			

5.2.9.6 *Application Development and Implementation*

The SP shall provide application development and implementation services to the CECOM Fort Monmouth Activities and Fort Monmouth Resident Activities. The SP shall analyze functional user requirements, design, develop, test, and implement new applications. The SP shall provide informal functional training and documentation necessary for customer personnel to effectively utilize the automated system. The SP shall design and develop web pages. The systems reside in mainframe, mid-tier, and PC environments.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Develop and Field Applications	Annually	Occurrence(s)	50	50	50	50	50
Performance Standard				Guidance and Regulations			
Fielded within negotiated timeframe within no greater than 10% average variance – 95% Successfully working on first use – 95%				None			

5.2.9.7 *Implement Standard and Other Fielded Applications*

The SP shall deploy, maintain, and provide operational support and surveillance of AMC Standard Systems, systems fielded from CDAs, and external systems received from other sources. Upon receiving requirements from an outside fielding activity (for example, higher headquarters or CDAs), the SP shall coordinate with functional area customers, operations staff, associated contractors, and vendors. The SP shall evaluate and coordinate server hardware and software requirements for application installation and implementation. The SP shall ensure all user accounts are coordinated to satisfy all implementation and training requirements.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Field Standard and Other Applications	Annually	Occurrence(s)	15	15	15	15	15
Performance Standard				Guidance and Regulations			
Fielded in required timeframe – 90% Successfully working on first use – 90%				None			

5.2.9.8 *Enterprise Management System (EMS)*

The SP shall provide life cycle engineering support for The Next Generation (TNG) Unicenter and related interface software. The SP shall analyze, configure, test, implement and administer the existing and future TNG EMS hardware and software. The SP shall maintain current versions of all software on all the components of the EMS.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Develop, Implement and Upgrade Business and	Quarterly	Occurrence(s)	30	30	30	30	30

Technical Views							
Performance Standard				Guidance and Regulations			
Completed within negotiated schedule within no greater than 10% variance – 97% Displays anomalies correctly on first use – 97%				Original Equipment Manufacturer (OEM) Best Business Practices			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create and Update System Policies	Quarterly	Occurrence(s)	29	29	29	29	29
Performance Standard				Guidance and Regulations			
Completed within negotiated schedule within no greater than 10% variance – 95% Systems problems are identified correctly on first use – 95%				OEM Best Business Practices			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create and Update Action Plans	Monthly	Occurrence(s)	10	11	12	13	14
Performance Standard				Guidance and Regulations			
Completed within negotiated schedule within no greater than 10% variance – 100% Process improvements documented on first use – 100%				OEM Best Business Practices			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create and Update TNG Reports	Quarterly	Occurrence(s)	10	5	5	5	5
Performance Standard				Guidance and Regulations			
Completed within negotiated schedule within no greater than 10% variance – 90%				OEM Best Business Practices AMC ISA			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Monitor EMS Infrastructure and Services	Monthly	Occurrence(s)	22	22	22	22	22
Performance Standard				Guidance and Regulations			
Maintain operational availability - 99%				OEM Best Business Practices			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Maintain and update EMS Test Bed	Annually	Occurrence(s)	4	4	4	4	4
Performance Standard				Guidance and Regulations			
Updated within ten (10) business days of receipt of new hardware/software – 100%				OEM Best Business Practices AMC ISA			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Full System Backups	Annually	Occurrence(s)	52	52	52	52	52
Performance Standard				Guidance and Regulations			
Successful backups completed on schedule (data on tapes is recoverable) – 95%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Incremental Backups	Monthly	Occurrence(s)	22	22	22	22	22
Performance Standard				Guidance and Regulations			
Successful backups completed on schedule (data on tapes is recoverable) – 95%				None			

5.2.10 Mid-Tier Server Hardware and Software Support

The SP shall provide administration and security of new and existing mid-tier servers for CECOM Fort Monmouth Activities and Fort Monmouth Resident Activities located in facilities identified in TE-4A (Government Furnished Property – Facilities). The SP shall perform these functions to enable the smooth and efficient processing of applications and services. The SP shall provide complete operating systems administration support to the mid-tier servers. A detailed list of software and hardware can be found in TE-42 (Software List) and TE-4B (Government-Furnished Property – Equipment). The scope of the mid-tier servers and operating systems supported and maintained are found in TE-9 (Mid-Tier Server and Operating Systems). The SP shall document and control maintenance and modifications to hardware and software related to the sustainment, enhancement, or establishment of the server environment. The SP shall modify established configurations to adhere to new standard system specifications. The SP shall establish new configurations based on guidance from CDAs. The SP shall provide, IAW DI-MGMT-80227, Configuration Management Status Report (Data Item Number B002), updates on the status of all newly established or modified configurations.

5.2.10.1 *Server System Administration*

The SP shall provide system and application administration and customer support for mid-tier servers. System and application administration shall include, but not be limited to, system maintenance, implementation of patches, problem resolution, new technologies, security, disk management, system software utilities, system backup and recovery, system monitoring, and web server administration. The SP shall ensure that all servers have the appropriate level of Information Assurance software (ACERT Advisories, C2 Protect Policies and AR 380-19) to comply with directives. The SP may utilize, but is not limited to, C language, Practical Extraction and Report Language (PERL), UNIX Shell, and system optimization tools. The SP shall monitor and improve the performance and interoperability of the server. SP server support shall include, but not be limited to, Domain Name Service (DNS), Internet address TCP/IP configuration for hosts, Networked File System (NFS), Server Message Block (SMB) Protocol, Network Time Protocol (NTP), Secure Shell (SSH), and peripheral devices. Any changes or upgrades that will result in customer service interruptions shall be scheduled after normal operating hours. If circumstances warrant accomplishment of a change or upgrade during normal operating hours, possibly resulting in customer service interruptions, the SP shall obtain approval from CECOM IMA Management before proceeding. The SP shall perform security administration for HP-UX and Solaris operating systems. The SP shall administer the Legato Networker/Solstice backup systems.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform HP-UX System Administration	Weekly	Occurrence(s)	135	135	135	135	135
Performance Standard					Guidance and Regulations		
Free disk space must be greater than 25% of disk capacity – 98% No file system shall have less than 10% free space – 100% Average CPU utilization for each server shall not exceed 50% – 98% Maintain operational availability - 95% (24x7)					None		

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Solaris System Administration	Weekly	Occurrence(s)	85	85	85	85	85
Performance Standard					Guidance and Regulations		
Free disk space must be greater than 25% of disk capacity – 98% No file system shall have less than 10% free space – 100% Average CPU utilization for each server shall not exceed 50% – 98% Maintain operational availability - 98% (24x7)					None		

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Other UNIX System Administration	Weekly	Occurrence(s)	60	60	60	60	60
Performance Standard					Guidance and Regulations		
Free disk space must be greater than 25% of disk capacity – 98% No file system shall have less than 10% free space – 100% Average CPU utilization for each server shall not exceed 50% – 98% Maintain operational availability - 95% (24x7)					None		

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Memory Utilization	Monthly	Occurrence(s)	56	56	56	56	56
Performance Standard				Guidance and Regulations			
No memory swapping to disk – 98%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Load Balancing	Semi-Annually	Occurrence(s)	56	56	56	56	56
Performance Standard				Guidance and Regulations			
Disk access times vary no greater than 25% among disks of the same type on the system – 95% No network card exceeds 80% capacity – 95%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Review System Logs and Take Corrective Actions	Daily	Occurrence(s)	56	56	56	56	56
Performance Standard				Guidance and Regulations			
Logs read daily – 95%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Install Non-Security Operating System Patches	Quarterly	Occurrence(s)	56	56	56	56	56
Performance Standard				Guidance and Regulations			
Non-security patches loaded within three (3) months of release – 98%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Install Security Operating System Patches	Monthly	Occurrence(s)	168	168	168	168	168
Performance Standard				Guidance and Regulations			
Install ACERT security requirements within the suspense timeframe – 100% Install all vendor security patches within five (5) business days of release – 80%				ACERT Advisories AR 380-19 DA Procedural Guidance for UNIX Systems (FOUO)			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Monitor System Security	Daily	Occurrence(s)	880	880	880	880	880
Performance Standard				Guidance and Regulations			
Potential security incidents investigated within two (2) business hours – 98% Security logs for each system reviewed and required corrective action initiated within one (1) business day – 95%				ACERT Advisories AR 380-19 DA Procedural Guidance for UNIX Systems (FOUO) CECOM Policy Memo #98-35			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Security Violation Reports	Annually	Occurrence(s)	25	25	25	25	25
Performance Standard				Guidance and Regulations			
Reports completed within one (1) business day – 80% Reports completed within three (3) business days – 95%				AR 380-19 System Reference Manuals ACERT Advisories DA Policy for the Implementation of the Information Assurance Vulnerability (IAVA) Process (FOUO)			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
DNS Entry Updates	Monthly	Occurrence(s)	11	11	11	11	11
Performance Standard				Guidance and Regulations			
Updates completed within three (3) business days of established requirement – 95%				None			

5.2.10.1.1 Disk Management

The SP shall perform all aspects of disk management. Disk management shall include, but not be limited to, formatting and partitioning disks, creating file systems, setting directory permissions, monitoring disk integrity, and troubleshooting errors.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Develop and Maintain Disk Configurations	Annually	Occurrence(s)	150	150	150	150	150
Performance Standard				Guidance and Regulations			
Disk failures identified and corrective action initiated within five (5) business days – 98% Files system changes implemented within five (5) business days – 95%				None			

5.2.10.1.2 Web Server Software Support

The SP shall setup, configure, maintain, troubleshoot, and upgrade web server software (for example, Squid Proxy Server Administration, Apache Web Server Administration, Microsoft Internet Information Server (IIS), Lotus Domino, and Pointcast Administration) on application servers (for example, UNIX, NT, and LINUX).

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Maintain and Troubleshoot Software	Monthly	Occurrence(s)	44	44	44	44	44
Performance Standard				Guidance and Regulations			
Server log files shall not exceed 100 MB – 95% Install all security patches within ten (10) business days of vendor release – 95% Non-security patches loaded within three (3) months of vendor release – 98%				None			

5.2.11 Webmaster

The SP shall serve as Command, Control, Communications, Computers, Intelligence, Electronic Warfare, and Sensors (C4IEWS) and CECOM Internet webmaster. The SP shall serve as the CECOM Internet, Intranet, and Extranet webmaster. The SP shall monitor Federal Web LISTSERVs and higher headquarters' web sites for fielded guidance and updates on issues affecting webmasters in the Federal Government. Based on this information, the SP shall provide guidance and information to CECOM and C4IEWS web administrators. The SP shall monitor all homepages and web applications to ensure their compliance with applicable policies and standards. The SP shall resolve all discrepancies in coordination with CECOM IMA Management. The SP shall coordinate with SAs and web administrators to move web sites and/or pages offline when directed by CECOM IMA Management. The SP shall ensure that all new web sites are not linked to CECOM and C4IEWS Internet homepages until approval of SEL Form 1012, reference TE-29 (SEL Form 1012), by G2 and PAO. Reference TE-30 (CECOM/Fort Monmouth Web Sites) for a table of all homepages. The SP shall provide, IAW DI-MGMT-80227, Configuration Management Status Report (Data Item Number B002), updates on the status of all newly established or modified configurations.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Review and Disseminate Information from LISTSERVs and Higher HQs Web Sites	Monthly	Occurrence(s)	15	15	15	15	15
Performance Standard				Guidance and Regulations			
Information reviewed and disseminated to web administrators within two (2) business days – 90% Technical information provided is accurate – 95%				http://www.momouth.army.mil/newpages/webguide.htm Fort Monmouth Policy Letter, Office of the Assistant Secretary of Defense for Command, Control, Communications, and Intelligence (OASD/C3I) Policy, Web Site Administration, 25 Nov 98			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5

Monitor Homepages and Applications for Security and Standards Compliance	Monthly	Occurrence(s)	86	86	86	86	86
Performance Standard				Guidance and Regulations			
Monitor for compliance – 95%				http://www.momouth.army.mil/newpages/webguide.htm Fort Monmouth Policy Letter, OASD/C3I Policy, Web Site Administration, 25 Nov 98			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Resolve Web Site Discrepancies	Annually	Occurrence(s)	4	4	4	4	4
Performance Standard				Guidance and Regulations			
Resolve within ten (10) business days – 100%				http://www.momouth.army.mil/newpages/webguide.htm Fort Monmouth Policy Letter, OASD/C3I Policy, Web Site Administration, 25 Nov 98			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Web Site Offline Coordination	Annually	Occurrence(s)	4	4	4	4	4
Performance Standard				Guidance and Regulations			
Notification provided within four (4) business hours of direction – 100%				http://www.momouth.army.mil/newpages/webguide.htm Fort Monmouth Policy Letter, OASD/C3I Policy, Web Site Administration, 25 Nov 98			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Review New Web Pages for Compliance	Annually	Occurrence(s)	24	24	24	24	24
Performance Standard				Guidance and Regulations			
Links for compliant pages created within five (5) business days – 95%				http://www.momouth.army.mil/newpages/webguide.htm Fort Monmouth Policy Letter, OASD/C3I Policy, Web Site Administration, 25 Nov 98			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Process Webmaster Mail	Weekly	Occurrence(s)	15	15	15	15	15
Performance Standard				Guidance and Regulations			
Respond within ten (10) business days of receipt of mail – 90%				http://www.momouth.army.mil/newpages/webguide.htm Fort Monmouth Policy Letter, OASD/C3I Policy, Web Site Administration, 25 Nov 98			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Web Site Demonstrations	Annually	Occurrence(s)	24	24	24	24	24
Performance Standard				Guidance and Regulations			
Respond to customer inquiries within ten (10) business days – 95%				http://www.momouth.army.mil/newpages/webguide.htm Fort Monmouth Policy Letter, OASD/C3I Policy, Web Site Administration, 25 Nov 98			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Chair User Group Meetings	Annually	Occurrence(s)	8	8	8	8	8
Performance Standard				Guidance and Regulations			
User group meetings chaired – 75%				http://www.momouth.army.mil/newpages/webguide.htm Fort Monmouth Policy Letter, OASD/C3I Policy, Web Site Administration, 25 Nov 98			

5.2.11.1 *Internet Web Administration*

The SP shall serve as the Internet web administrator for the following CECOM activities: G1, G2, G3, G6, RGO, IMA GIN, DCSRM, PAO, and Small and Disadvantaged Business Utilization Office (SADBUO).

The SP shall approve and perform all additions and changes to these web sites. The SP shall monitor web pages for compliance with applicable policies and standards and resolve all discrepancies. The SP shall comply with security advisories provided by the webmaster. The SP shall conduct security reviews of pages when directed by CECOM IMA Management. The SP shall maintain and update Internet configuration log of uniform resource locators (URLs), page counts, and web applications. The SP shall obtain approval for the publication of all information on homepages and applications using the SEL Form 1012.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Maintain and Update Web Pages	Monthly	Occurrence(s)	22	22	22	22	22
Performance Standard				Guidance and Regulations			
Update made correctly within two (2) business days – 95%				http://www.momouth.army.mil/newpages/webguide.htm Fort Monmouth Policy Letter, OASD/C3I Policy, Web Site Administration, 25 Nov 98			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Establish New Home Sites	Annually	Occurrence(s)	4	4	4	4	4
Performance Standard				Guidance and Regulations			
Completed correctly within seven (7) business days of request – 100%				http://www.momouth.army.mil/newpages/webguide.htm Fort Monmouth Policy Letter, OASD/C3I Policy, Web Site Administration, 25 Nov 98			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Monitor Web Pages and Applications for Security and Standards Compliance	Monthly	Occurrence(s)	56	61	66	71	76
Performance Standard				Guidance and Regulations			
Monitor for compliance – 95%				http://www.momouth.army.mil/newpages/webguide.htm Fort Monmouth Policy Letter, OASD/C3I Policy, Web Site Administration, 25 Nov 98			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Obtain SEL 1012 Approval	Annually	Occurrence(s)	17	17	17	17	17
Performance Standard				Guidance and Regulations			
Approved upon initial submission – 90%				http://www.momouth.army.mil/newpages/webguide.htm Fort Monmouth Policy Letter, OASD/C3I Policy, Web Site Administration, 25 Nov 98			

5.2.11.2 *Intranet Web Administration*

The SP shall serve as the Intranet web administrator to include, but not be limited to the following CECOM activities: G1, G3, G6, DCSRM, PAO, Legal, Secretary General Staff (SGS), Inspector General (IG), EEO, RGO, IMA GIN, and Civilian Welfare Fund Council (CWFC). The SP shall perform all web page additions and changes. The SP shall monitor web pages for compliance with applicable policies and standards and resolve all discrepancies. The SP shall comply with security advisories provided by the webmaster. The SP shall conduct security reviews of pages when directed by CECOM IMA Management. The SP shall maintain and update Intranet configuration log of URLs, page counts, address book and web applications. The SP shall obtain approval for the publication of all information on homepages and applications using the SEL Form 1012.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Maintain and Update Web Pages	Monthly	Occurrence(s)	28	28	28	28	28
Performance Standard				Guidance and Regulations			

Update made correctly within five (5) business days – 95%	http://www.momouth.army.mil/newpages/webguide.htm Fort Monmouth Policy Letter, OASD/C3I Policy, Web Site Administration, 25 Nov 98

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Establish New Home Sites	Annually	Occurrence(s)	4	4	4	4	4
Performance Standard				Guidance and Regulations			
Completed correctly within ten (10) business days of request – 100%				http://www.momouth.army.mil/newpages/webguide.htm Fort Monmouth Policy Letter, OASD/C3I Policy, Web Site Administration, 25 Nov 98			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Monitor Web Pages and Applications for Security and Standards Compliance	Monthly	Occurrence(s)	59	67	75	83	91
Performance Standard				Guidance and Regulations			
Monitor for compliance – 95%				http://www.momouth.army.mil/newpages/webguide.htm Fort Monmouth Policy Letter, OASD/C3I Policy, Web Site Administration, 25 Nov 98			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Intranet Address Book Administration	Weekly	Occurrence(s)	50	50	50	50	50
Performance Standard				Guidance and Regulations			
Update made correctly within one (1) business day of receipt – 90%				http://www.momouth.army.mil/newpages/webguide.htm Fort Monmouth Policy Letter, OASD/C3I Policy, Web Site Administration, 25 Nov 98			

5.2.11.3 *Extranet Web Administration*

The SP shall serve as the Extranet web administrator to include, but not be limited to the following CECOM activities: G1, G3, G6, DCSRM, PAO, Legal, SGS, IG, EEO, RGO, IMA GIN, and CWFC. The SP shall perform all web page additions and changes. The SP shall monitor web pages for compliance with applicable policies and standards and resolve all discrepancies. The SP shall comply with security advisories provided by the webmaster. The SP shall conduct security reviews of pages when directed by CECOM IMA Management. The SP shall maintain and update Extranet configuration log of URLs, page counts, and web applications. The SP shall obtain approval for the publication of all information on homepages and applications using the SEL Form 1012.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Maintain and Update Web Pages	Monthly	Occurrence(s)	14	14	14	14	14
Performance Standard				Guidance and Regulations			
Updates made correctly within five (5) business days – 90%				http://www.momouth.army.mil/newpages/webguide.htm Fort Monmouth Policy Letter, OASD/C3I Policy, Web Site Administration, 25 Nov 98			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Establish New Home Sites	Annually	Occurrence(s)	4	4	4	4	4
Performance Standard				Guidance and Regulations			
Completed correctly with ten (10) business days of request – 100%				http://www.momouth.army.mil/newpages/webguide.htm Fort Monmouth Policy Letter, OASD/C3I Policy, Web Site Administration, 25 Nov 98			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Monitor Web Applications for Security and Standards Compliance	Monthly	Occurrence(s)	8	13	18	23	28
Performance Standard				Guidance and Regulations			
Monitor for compliance – 85%				http://www.momouth.army.mil/newpages/webguide.htm Fort Monmouth Policy Letter, OASD/C3I Policy, Web Site Administration, 25 Nov 98			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Maintain and Update Defined List of Authorized Users/Locations	Weekly	Occurrence(s)	10	10	10	10	10
Performance Standard				Guidance and Regulations			
Updates made correctly within one (1) business day of receipt – 90%				http://www.momouth.army.mil/newpages/webguide.htm Fort Monmouth Policy Letter, OASD/C3I Policy, Web Site Administration, 25 Nov 98			

5.2.12 Telecommunications

Telecommunications activities include, but are not limited to, those services that support the Fort Monmouth telephone and other telecommunications requirements. These services include, but are not limited to, DSN, Federal Technology Service-2001 (FTS-2001), and official commercial telephone services provided through the Fort Monmouth SL-100 telephone switch, as well as cellular telephones, pagers, voice mail systems, telephone credit cards, local point-to-point circuits, MAN, Integrated Services Digital Network (ISDN), and Off-Premise Exchange (OPX) services. Leased long-haul data lines provide the connectivity for data and information transfer between the CECOM Fort Monmouth Activities and Fort Monmouth Resident Activities and remote military installations, support contractors worldwide and other worldwide locations, both Continental United States (CONUS) and Outside Continental United States (OCONUS), in support of mission requirements. The government will furnish the SP with the existing telecommunications infrastructure contract with Bell Atlantic Federal Integrated Solutions (BAFIS). The services performed under this contract is described in TL-8 (BAFIS Contract). The SP shall manage all communication systems and circuits that link Fort Monmouth with the worldwide community. The SP shall provide operational support for the DISN nodes located at Fort Monmouth, including the Nonsecure Internet Protocol Router Network (NIPRNET) and Secure Internet Protocol Router Network (SIPRNET) gateways, hubs, and cryptographic equipment shown in TE-31 (Communications Systems and Circuits - FOUO).

The SP shall perform sustaining-base LAN tasking related to configuration and engineering support, LAN to MAN connectivity, IP address allocation, and troubleshooting for all LANs connected to the Fort Monmouth backbone as diagramed in TE-40 (Fort Monmouth Metropolitan Area Network). This configuration and engineering support shall be provided to the CECOM Fort Monmouth Activities and Fort Monmouth Resident Activities. The SP, via Internetworking Operating Systems (IOS) configurations, administers network backbone devices that comprise the MAN. The maintenance of the hardware device itself and the fiber that composes the MAN are the responsibility of BAFIS. The SP shall provide, IAW DI-MGMT-80227, Configuration Management Status Report (Data Item Number B002), updates on the status of all newly established or modified configurations.

5.2.12.1 *Network Operations*

The SP shall be responsible for backbone network operations and maintenance services to ensure connectivity of all installed LANs located throughout Fort Monmouth. These services shall include, but are not limited to, purchasing equipment; acquiring test equipment/diagnostic tools; performing network analysis; and acquiring supplies required for ongoing daily operations and maintenance activities. The SP

shall perform preventive maintenance on LANs for CECOM Fort Monmouth Activities IAW Original Equipment Manufacturer (OEM) specifications. Preventive LAN maintenance shall be performed outside normal operating business hours, unless otherwise directed by CECOM IMA Management.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
LAN Services	Monthly	Occurrence(s)	40	40	40	40	40
Performance Standard				Guidance and Regulations			
Tasks are completed within five (5) business days unless otherwise negotiated with the customer– 90% Service successfully works first time after repair – 95%				None			

5.2.12.2 *Network Engineering*

The SP shall provide on-site support for LAN routing over the Fort Monmouth network backbone and routing to the NIPRNET and Internet. Currently, connectivity to the backbone is predominantly 10/100BaseT Ethernet or an ATM connection that is composed of Cisco equipment. Planning is in progress and implementation will begin during the first six (6) months of calendar year 2001 for migration to a Gigabit Ethernet backbone composed of Foundry equipment.

The SP shall install and maintain the Internetworking Operating System (IOS) software for all routers and switches connected to the backbone, to include the main Fort Monmouth gateway router to the Internet and NIPRNET. This support shall include periodic updates to the IOS software versions, as directed by the OEM. The SP shall support the LAN devices that connect to the backbone during any IOS software/hardware upgrade in order to maintain data continuity of the whole network. The SP shall maintain and issue IP addresses for LAN connectivity to the infrastructure.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Network Hardware Upgrades	Annually	Occurrence(s)	4	4	4	4	4
Performance Standard				Guidance and Regulations			
Upgrades completed within 30 business days unless otherwise negotiated with the customer – 100% Successfully works on first customer use – 100%				OEM Instructions			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Network Software Upgrades	Monthly	Occurrence(s)	8	8	8	8	8
Performance Standard				Guidance and Regulations			
Upgrades completed correctly and within 30 days of vendor release notification – 95%				OEM Instructions			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
LAN Analysis	Monthly	Occurrence(s)	60	60	60	60	60
Performance Standard				Guidance and Regulations			
LAN performance analyzed and changes made result in improved performance – 95%				OEM Instructions			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Issue IP Addresses	Monthly	Occurrence(s)	10	10	10	10	10
Performance Standard				Guidance and Regulations			
IP addresses issued within one (1) business day of request – 90%				None			

5.2.12.3 *NetCache Server Support*

The SP shall administer and monitor the NetCache proxy/caching servers to include the SmartFilter software. This includes but is not limited to configuring, maintaining, troubleshooting and upgrading the software and hardware. The SP shall provide periodic upgrades to the servers based on vendor releases. These servers shall cache protocols necessary to meet the operational requirements of this PWS including but not limited to HTTP and FTP.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Maintain and Troubleshoot	Monthly	Occurrence(s)	22	22	22	22	22

Server							
Performance Standard				Guidance and Regulations			
Install all patches within ten (10) business days of vendor release – 95% Install updates within three (3) months of vendor release – 98%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Review System Logs and Take Corrective Actions	Monthly	Occurrence(s)	44	44	44	44	44
Performance Standard				Guidance and Regulations			
Logs read twice daily – 95%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create and Maintain ACLs	Annually	Occurrence(s)	12	12	12	12	12
Performance Standard				Guidance and Regulations			
Accurately updated within two (2) business days of receipt of request – 98%				None			

5.2.12.4 *Request For Service*

The SP shall serve as the Telecommunications Coordination Officer (TCO) for order processing and coordinating the installation of dedicated long-haul circuits through DISA, including, but not limited to, DISN and commercial circuits. The SP shall collect requirements from customers and prepare the Request For Service (RFS). The SP shall transmit the RFS to appropriate DOD agencies for processing. The SP shall track the progress of the request for service orders until the customer request is completed. The SP shall issue disconnect orders on services no longer required by the customer.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Process Requests for Service	Annually	Occurrence(s)	60	60	60	60	60
Performance Standard				Guidance and Regulations			
Processing completed within five (5) business days of receipt of final requirement – 98% Customer provided up to date status within one (1) business hour of inquiry – 95%				http://www.disa.mil/pubs/circulars/dc3101301/dc3101301.html DISA Circular 310-130-1 DA Pam 25-5			

5.2.12.5 *Defense Information Systems Agency (DISA) Interface for Installation of Long-Haul Data Communications*

The SP shall coordinate with DISA representatives to jointly plan the installation of long-haul data communications circuits. The SP shall survey and plan for equipment, parts, racks, electrical service, space, and other resources. The SP shall coordinate the installation appointments and switchovers including the physical cross connect of the circuits. The SP shall escort the DISA contractor during the installation of the SIPRNET/NIPRNET equipment. The SP shall initiate a request for the Government provided telecommunications contractor to provide the circuit to the building to which equipment is connected and shall provide all troubleshooting and property accountability of node equipment. The SP shall arrange with DISA for new installations and repair schedules on SIPRNET/NIPRNET equipment.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Circuit Installation	Annually	Occurrence(s)	36	36	36	36	36
Performance Standard				Guidance and Regulations			
Circuit preparation work completed before scheduled installation date – 90%				http://www.disa.mil/pubs/circulars/dc310559toc.html Node Site Coordinator's Guide			

5.2.12.6 *Defense Information Systems Network (DISN) Node Maintenance and Operations*

The SP shall operate, maintain, and ensure connectivity, continuity, and reliability of various networks including, but not limited to, those listed in TE-31 (Communications Systems and Circuits - FOUO) associated with the DISN node on Fort Monmouth. The SP shall provide on-site technical assistance and arrange new repair schedules with various DISA-contracted vendors. The SP shall troubleshoot node equipment and maintain property accountability of the equipment. The SP shall provide on-site staffing for the DISN node during normal operating business hours and shall be on call 24 business hours a day, seven

(7) days a week. The SP shall be the node site coordinator responsible for all node operations after installation.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Resolve DISN Node Problems	Monthly	Occurrence(s)	28	28	28	28	28
Performance Standard				Guidance and Regulations			
Respond within one (1) business hour – 95% Resolved within one (1) business day – 90%				None			

5.2.12.7 *Secret Internet Protocol Router Network (SIPRNET) Node Communications Security (COMSEC) Key Hand Receipt Holder*

The SP shall perform the role of COMSEC key hand receipt holder for the SIPRNET node. The SP shall operate, maintain, safeguard, and account for cryptographic items including, but not limited to, KG-84s, KG-194s, and KIV-7s. The SP shall coordinate key loading operations with various SIPRNET node end-users as referenced in TE-32 (SIPRNET/NIPRNET/Integrated Digital Network Exchange (IDNX-90/ATM) Points of Contact). Presently, the node operates up to the SECRET level.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Re-key SIPRNET Devices	Monthly	Occurrence(s)	80	80	80	80	80
Performance Standard				Guidance and Regulations			
Re-keying accomplished within one (1) business day of identifying requirement – 95%				AR 380-5 AR 380-19 AR 380-40 (FOUO) DISA Key Management Support Plan (FOUO)			

5.2.12.8 *Telecommunications Control Manager (TCM)*

The SP shall serve as the TCM for their internal organization. The SP shall review their organization's telecommunications bills for usage and spending. The SP shall provide monthly certification of official Government mission-related use of telecommunications to CECOM IMA Management. The SP shall gather, analyze, and update the SP's organization telephone listing information and submit directory changes to the Government-furnished telecommunications contractors.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Submit LSRs	Monthly	Occurrence(s)	16	16	16	16	16
Performance Standard				Guidance and Regulations			
Submitted within one (1) business day of request – 85%				DA Form 3938			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Directory Updates	Monthly	Occurrence(s)	20	20	20	20	20
Performance Standard				Guidance and Regulations			
Submitted within one (1) business day of receipt of new information – 90%				None			

5.2.13 Mainframe Support

The SP shall serve as the interface between the DECC-S and CECOM Worldwide and Fort Monmouth Resident Activities for mainframe processing. This interface includes, but is not limited to, coordination and implementation of DISA mainframe initiatives, mainframe processing, local applications processing, and output product oversight.

5.2.13.1 *DISA Initiatives Implementation*

The SP shall coordinate and support the local implementation of DISA initiatives impacting CECOM mainframe processing. These initiatives include, but are not limited to, operating system upgrades; file systems and naming conventions; changes to Standard Operating Environments (SOEs); and customization and optimization of processing. The SP shall provide local program and project management support, and develop a plan for initiative implementation to include, customer coordination, testing, and validation for DISA initiatives.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Develop Plan for Initiative Implementation	Annually	Occurrence(s)	6	6	6	6	6
Performance Standard				Guidance and Regulations			
Provide CECOM IMA Management a local plan 60 days prior to scheduled implementation date – 100%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Implement Initiatives	Annually	Occurrence(s)	6	6	6	6	6
Performance Standard				Guidance and Regulations			
Plan implemented within required timeframe – 98%				None			

5.2.13.2 *Mainframe Customer and DISA Liaison*

The SP shall be the liaison between CECOM Worldwide and Fort Monmouth Resident Activities and DISA to facilitate resolution of DISA mainframe issues. DISA services are performed IAW the Service Level Agreement (SLA) at TL-10 (DISA Support Agreement #WE 5-0217 with Defense Enterprise Computing Center, St Louis). The SP shall keep customers informed of system changes, system problems, or any occurrences that impact CECOM's mission. The SP shall coordinate processing, problem resolution, and problem management with DECC-S. The SP shall initiate and participate in conference calls and meetings with DECC-S and customers, to discuss mainframe processing problems and issues. On average over the past three years, there were five meetings a year at locations including, but not limited to, St. Louis Missouri, Columbus Ohio, and Washington DC.

The SP shall coordinate with DECC-S on the implementation of new applications designated for running on the mainframe. The SP shall coordinate with DECC-S on changes to workload estimates or support requirements. The SP shall coordinate with DECC-S on any exceptions to normal processing as specified in the DECC-S Customer User Guide. The SP shall maintain and furnish to DECC-S the primary and alternate customer points of contact. The SP shall work with DISA to improve customer service in areas such as mainframe processing, output products, and cost reduction.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Customer Notifications	Weekly	Occurrence(s)	90	90	90	90	90
Performance Standard				Guidance and Regulations			
Notify customers within one (1) business hour – 95%				DECC-S Customer User Guide			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Attend Meetings/Conference Calls	Quarterly	Occurrence(s)	26	26	26	26	26
Performance Standard				Guidance and Regulations			
Participate in all required meetings and conference calls – 95%				DECC-S Customer User Guide			

5.2.13.3 *Daily Mainframe Performance Rating*

The SP shall compute the daily mainframe performance rating using the form shown in TE-33 (Mainframe R&A), for input to CECOM Quarterly R&A, and AMC and DISA reporting requirements. The SP shall provide copies of the daily mainframe performance rating to DECC-S on a weekly summary basis.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Compute Daily Performance Rating	Monthly	Occurrence(s)	22	22	22	22	22
Performance Standard				Guidance and Regulations			
Ratings completed by noon of the next business day – 90%				None			

5.2.13.4 *Mainframe Output Products Administration*

The SP shall administer all output products from the mainframe system. The SP shall keep the Output Product Control Table (OPCT) up to date to ensure output products' quantities, destination, forms, format, and media are accurate. The SP shall contact customer's quarterly, at a minimum, to validate OPCT data.

The OPCT currently contains information on over 6,100 output products. The SP shall serve as the online viewing software system administrator. The current online viewing system is the Online Output Product Process (OP2). The SP shall operate and maintain OP2 and work with the CECOM Fort Monmouth Activities and Fort Monmouth Resident Activities to reduce the printing of output products. The SP shall transfer output product files from the mainframe for the creation of CD-ROMs. The SP shall resolve output product production discrepancies. The SP shall coordinate with the CECOM Fort Monmouth Activities and Fort Monmouth Resident Activities the mainframe printing services provided by Defense Automated Printing Service (DAPS), such as requirements and delivery points. The SP shall incorporate changes in requirements and services into the DAPS MOA on an annual basis. The SP shall validate mainframe printing expenditures billed to the RGO on a monthly basis. Validation shall include a comparison of pages billed against pages transferred from the mainframe.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Process OPCT Updates	Quarterly	Occurrence(s)	38	38	38	38	38
Performance Standard				Guidance and Regulations			
Updates completed within two (2) business days – 95%				http://www.lssc.army.mil/rlads.html (CCSSOI 18-320, Vol 7)			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform File Transfers for CD Creation	Weekly	Occurrence(s)	70	80	85	85	85
Performance Standard				Guidance and Regulations			
Files transferred within one (1) business day of creation – 95%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Validate DAPS Expenditures	Annually	Occurrence(s)	12	12	12	12	12
Performance Standard				Guidance and Regulations			
Resolve discrepancies within a 2% variance within five (5) business days upon receipt of the bill – 90%				None			

5.2.14 Computer Operations

5.2.14.1 *Server and Minicomputer Operations*

The SP shall perform the tasks associated with the daily operations of the computer rooms located in Building 1152, Building 1209, and Building 2700, shown in TE-4A (Government Furnished Property – Facilities). The daily operations tasks include, but are not limited to, monitoring and operating computer consoles and associated peripheral devices, assisting system administrators in resolving computer system problems, and system shutdown and reboots. The SP shall maintain a daily log on system availability and problem resolutions. The SP shall also notify CECOM Worldwide and Fort Monmouth Resident Activities of downtime periods as a result of system failures, power outages, communication failures, and other facility failures. The monitored systems include, but are not limited to, Windows NT servers, HP minicomputers, Sun minicomputers, and Lotus Notes servers, as referenced in TE-9 (Mid-Tier Server and Operating Systems). The SP shall have expertise, as a minimum, in Windows NT and UNIX to execute commands for system operation and user access.

The SP shall be available on-site to support a processing window of 0600 to 2300 business hours, Monday through Friday. There are some online applications such as, but not limited to, e-mail, CECOM IIBOP, and Defense Supply Expert System (DESEX), that shall be available 24 business hours a day, 7 days a week. Backups and maintenance shall be performed outside the online processing window unless otherwise directed by CECOM IMA Management. The SP shall provide operations and support staff for scheduled daily, month-end, quarterly, and fiscal year-end processing. The SP shall respond to special operating requests submitted in writing at least two (2) business days in advance for extended weekday or additional weekend or holiday processing. The SP shall forward the request to CECOM IMA Management for approval and appropriate action.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Customer Notifications	Weekly	Occurrence(s)	10	10	10	10	10
Performance Standard				Guidance and Regulations			

Notification made within one (1) business hour of start of downtime – 90%	None

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Daily Operations	Monthly	Occurrence(s)	22	22	22	22	22
Performance Standard				Guidance and Regulations			
No down time resulting from operator error – 85%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Extended Weekday/Additional Weekend/Holiday Server/ Minicomputer Operations	Annually	Occurrence(s)	10	10	10	10	10
Performance Standard				Guidance and Regulations			
Respond to requests for extended/additional operations within one (1) business day – 95% Provide extended/additional operations during the requested time period – 95%				CECOM Policy Memo #99-10			

5.2.14.2 *Server and Mid-Tier Backup and Restoration*

The SP shall perform system and data backup. The SP shall maintain backup systems and procedures to ensure that system or data files are restored within one (1) business day. The systems include, but are not limited to, Windows NT servers, Hewlett Packard minicomputers, Sun minicomputers, and Lotus Notes servers, as referenced in TE-9 (Mid-Tier Server and Operating Systems). The SP shall setup and troubleshoot the automated backup systems (for example, Solstice Backup Server and Legato Networker) to backup all systems (for example, Sun Solaris, HP-UX, LINUX, and Windows NT). The SP shall maintain COOP tapes and prepare them for scheduled transport.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform Server and Mid-Tier Backups by Computer Room	Monthly	Occurrence(s)	66	66	66	66	66
Performance Standard				Guidance and Regulations			
Successful backups completed (data on tapes is recoverable) – 95%				None			

5.2.14.3 *Request for Technical Data*

The SP shall review and process requests, and supplies technical data to the requesting US Government agency or non-Government entity. The SP shall verify that the non-Government entities have submitted a valid DD Form 2345, Militarily Critical Technical Data Agreement, when requesting technical data. The SP shall review the requestor's Technical Data Requests in TE-34 (Technical Data Request Questionnaire) and coordinate with G2 as needed. If the Technical Data Request is to be denied based on DOD guidance, it shall be turned over to the Freedom of Information Act (FOIA) officer to reply to the requestor. Requests for classified drawings shall be acknowledged to the requestor and turned over to LRC for processing. The SP shall utilize TE-35 (Billing Request for Technical Data) for billing purposes.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Process Requests for Technical Data	Monthly	Occurrence(s)	47	47	47	47	47
Performance Standard				Guidance and Regulations			
Response completed within ten (10) business days – 90%				DOD US Canada Joint Certification Program, "Control of Unclassified Technical Data with Military or Space Application", March 1991 DD Form 2345 Militarily Critical Technical Data Agreement DODD 5230.25			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Administer Billings and Receivable Reconciliation for Technical Service.	Annually	Occurrence(s)	43	43	43	43	43
Performance Standard				Guidance and Regulations			
Accurately track billing and receipt of payments – 100%				DODD 5230.25			

5.2.14.4 *Compact Disc-Read Only Memory (CD-ROM) Mastering and Production*

The SP shall master and duplicate CD-ROMs. The SP shall prepare CD-ROMs of output products transferred from the DECC-S mainframe. The SP shall provide master and duplicate CDs for the CECOM Fort Monmouth Activities and Fort Monmouth Resident Activities for files transferred over the Fort Monmouth network backbone. The SP shall perform system administration functions on the CD mastering station. The SP shall troubleshoot problems in the execution of file transfers to the CD mastering station.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create CD-ROMs	Monthly	Occurrence(s)	550	550	550	550	550
Performance Standard				Guidance and Regulations			
CD-ROM produced within one (1) business day of receipt of file – 98%				None			

5.2.14.5 *Joint Engineering Data Management Information and Control System (JEDMICS)*

The SP shall respond to both functional and technical matters related to the operations of JEDMICS. JEDMICS is the Army automated repository for engineering data for DOD acquisition and maintenance requirements. The SP shall participate in the eventual transition from JEDMICS to the Program Data Management (PDM) System Centra 2000 as directed by the CECOM IMA Management.

5.2.14.5.1 JEDMICS System Administration

The SP shall perform system administration functions for JEDMICS. These functions include, but are not limited to, problem resolution; performing database imports and exports; maintaining files and tables; migrating index and image data; managing the Kodak MultiStore system; programming scripts for operating systems and databases; applying maintenance and security patches; monitoring system utilization and function; creating and maintaining global user groups; and installing, testing, and validating new software system releases. The SP shall also create new accounts and provide local and remote users with passwords. JEDMICS hardware and software are identified in TE-36A (JEDMICS Software) and TE-36B (JEDMICS Hardware).

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Perform JEDMICS System Administration	Weekly	Occurrence(s)	25	25	25	25	25
Performance Standard				Guidance and Regulations			
Free disk space must be greater than 25% of disk capacity – 98% No file system shall have less than 10% free space – 100% Average CPU utilization for each server shall not exceed 50% – 98% Maintain operational availability - 90%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create and Maintain Script Files	Annually	Occurrence(s)	25	25	25	25	25
Performance Standard				Guidance and Regulations			
Script programmed within five (5) business days – 90%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Install Non-Security Operating System Patches	Annually	Occurrence(s)	20	20	20	20	20
Performance Standard				Guidance and Regulations			
Non-security patches loaded within three (3) months of release – 95%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Install Security Operating System Patches	Monthly	Occurrence(s)	15	15	15	15	15
Performance Standard				Guidance and Regulations			
Install ACERT security requirements within the suspense timeframe – 100% Install all security patches within five (5) business days of vendor release – 80%				ACERT Advisories AR 380-19 DA Procedural Guidance for UNIX Systems (FOUO)			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Submit System Utilization Report	Annually	Occurrence(s)	12	12	12	12	12
Performance Standard				Guidance and Regulations			
Submitted to JEDMICS Program Management Office by the third business day after month end – 90%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Review System Logs and Take Corrective Actions	Weekly	Occurrence(s)	25	25	25	25	25
Performance Standard				Guidance and Regulations			
Review logs daily – 95%				None			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Monitor System Security	Daily	Occurrence(s)	46	46	46	46	46
Performance Standard				Guidance and Regulations			
Potential security incidents investigated within two (2) business hours – 98% Security logs for each system reviewed and required corrective action initiated within one (1) business day – 95%				ACERT Advisories AR 380-19 DA Procedural Guidance for UNIX Systems (FOUO) CECOM Policy Memo #98-35			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create and Maintain User Accounts	Annually	Occurrence(s)	200	200	200	200	200
Performance Standard				Guidance and Regulations			
Completed within two (2) business days of receipt of request – 90%				AR 380-19			

5.2.14.5.2 Automated Engineering Data Repository Management

The SP shall manage the automated engineering data repository including the scanning of aperture card and hard copy engineering documents into JEDMICS and importing digital engineering documents. The SP shall provide support for the synchronization of data stored in JEDMICS and PDM, and migrating images between the two (2) systems.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Scan Documents	Weekly	Occurrence(s)	38	38	38	38	38
Performance Standard				Guidance and Regulations			
Scan correctly within seven (7) business days of receipt – 98%				None			

5.2.14.5.3 Technical Data Support for CECOM Acquisitions

The SP shall review and process procurement work directives (PWDs) and supply technical data in support of the CECOM acquisition program. The SP shall assemble the collection of files necessary to create the master bid set for the requested acquisition. PWDs requiring images not available in JEDMICS or PDM shall be returned to the CAC.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Process Bid Sets/Technical Data Packages	Monthly	Occurrence(s)	21	21	21	21	21
Performance Standard				Guidance and Regulations			
Process within five (5) business days of receipt of request – 95%				AR 380-5			

5.2.14.5.4 Classified Drawings/Documents

The SP shall manage the classified engineering data repository of approximately 10,000 aperture cards and original drawings. The SP shall store, handle, process, and provide classified drawings/documents IAW DOD 5200.1-R (Information Security Program) and AR 380-5.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
New/Revised Classified Images	Annually	Occurrence(s)	100	100	100	100	100

Added to Repository							
Performance Standard				Guidance and Regulations			
Completed within five (5) business days of receipt of request – 95%				DOD 5200.1-R AR 380-5			

5.2.15 Other IMA Mission Functions

5.2.15.1 *Edit and Review*

The SP shall edit and review CECOM Fort Monmouth administrative pamphlets and regulations per AR 25-30, DA Pam 25-40, and CECOM Pamphlet 25-30-1. The SP shall provide publication assistance services for CECOM Fort Monmouth Activities. Publication assistance includes, but is not limited to, instruction on preparation of a new publication, proof reading, and providing information regarding publications already in existence.

The SP shall format final publications utilizing the CECOM standard product suite. The SP shall maintain CECOM Pamphlet 25-30-2, Index of Administrative Publications in WWW format and publish it on the CECOM Intranet. The SP shall convert publications into WWW format for publishing on the Intranet. The SP shall maintain a list of publications by organization and notify activities yearly to review their publications for currency. The SP shall prepare the CECOM Organization Chart. The CECOM Organization Chart, TE-38 (CECOM Organization Chart) is currently published in hard copy only.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Review and Edit Administrative Publications	Annually	Occurrence(s)	18	18	18	18	18
Performance Standard				Guidance and Regulations			
Administrative publications completed and submitted for approval within three (3) months of receipt of request – 95%				AR 25-30 DA Pam 25-40 CECOM-P 25-30-1			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Post updates to Web-Based Index of Administrative Publications (CECOM-P 25-30-2)	Annually	Occurrence(s)	12	12	12	12	12
Performance Standard				Guidance and Regulations			
Accurately update index each month – 90%				AR 25-30 DA Pam 25-40 CECOM-P 25-30-1			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Provide Publication Assistance	Monthly	Occurrence(s)	12	12	12	12	12
Performance Standard				Guidance and Regulations			
Requests for assistance answered within one (1) business day – 90%				AR 25-30 DA Pam 25-40 CECOM-P 25-30-1			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Publish CECOM Organization Chart	Annually	Occurrence(s)	1	1	1	1	1
Performance Standard				Guidance and Regulations			
Organization chart completed and submitted for approval within three (3) months of receipt of request – 100%				AR 25-30 DA Pam 25-40 CECOM-P 25-30-1			

5.2.15.2 *Office Symbols and Distribution List*

The SP shall approve office symbols IAW guidance and regulations. The SP shall maintain and publish the current distribution lists as depicted in TE-1 (Customer List) for both electronic and hard copy distribution. The SP shall notify all activities when a new list is posted.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5

Approve Office Symbols	Monthly	Occurrence(s)	10	10	10	10	10
Performance Standard				Guidance and Regulations			
Completed within three (3) business days of receipt of request – 90%				AR 25-51 AR 25-50 AR 25-1 CECOM-R 25-50-2			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Maintain Distribution List in TE-1 (Customer List)	Monthly	Occurrence(s)	10	10	10	10	10
Performance Standard				Guidance and Regulations			
No incidents of misrouted mail occurs based on failure to assign office symbols correctly – 90%				AR 25-51			

5.3 Technical Exhibits (TEs):

TE-1	Customer List
TE-2	Monthly Equipment Coordinator Walk-Thru
TE-3	Certifications
TE-4A	Government Furnished Property - Facilities
TE-4B	Government Furnished Property - Equipment
TE-4C	Government Furnished Property - Supplies and Materials/Spare Parts for Repair and Maintenance
TE-5A	System Security Authorization Agreements
TE-5B	Continuity of Operations Plans
TE-6A	Metrics Data Elements
TE-6B	IT Metrics General Information
TE-7A	Quarterly R&A Instructions
TE-7B	Review and Analysis (R&A) Briefing Package with Sample Charts
TE-8A	Request for CECOM CCSS Logon ID and Password
TE-8B	Guide for Submitting Logon ID and Password Request Form
TE-9	Mid-Tier Server and Operating Systems
TE-10	Database Management Systems and Databases
TE-11A	TSACS New Registration Form
TE-11B	TSACS Re-Registration Form
TE-12	NOS, E-Mail, and Desktop Customers
TE-13	Critical Network Spares
TE-14	Other Agencies
TE-15	NOS Architecture for Community & EMS Domains
TE-16	Exchange Infrastructure
TE-17	NOS Operational Availability
TE-18	E-Mail Operational Availability
TE-19	DMS Infrastructure

TE-20	DMS Operational Availability
TE-21	CAW Requirements
TE-22	X.509 Certificate Request Form
TE-23	Sendmail Operational Availability
TE-24	CECOM Command Group E-Mail Site
TE-25	Unique Backup Requirements
TE-26	Legacy and Standard System Table
TE-27	Software Applications and Languages
TE-28	Data Transfers
TE-29	SEL Form 1012
TE-30	CECOM/Fort Monmouth Web Sites
TE-31	Communications Systems and Circuits – (**FOUO**)
TE-32	SIPRNET/NIPRNET/IDNX-90/ATM Points of Contacts
TE-33	Mainframe R and A
TE-34	Technical Data Request Questionnaire
TE-35	Billing Request for Technical Data
TE-36A	JEDMICS Software
TE-36B	JEDMICS Hardware
TE-37A	ADPE Hardware Maintenance Generic Equipment List
TE-37B	ADPE Hardware Maintenance Customer List
TE-37C	DELETED
TE-38	CECOM Organization Chart (Available Upon Request through the Contracting Officer)
TE-39	Historical Report
TE-40	Fort Monmouth Metropolitan Area Network
TE-41	Special Projects
TE-42	Software List
TE-43	Performance Requirements Summary – DA Form 5473-R-E

SECTION C.6, APPLICABLE DOCUMENTS

6.0 Introduction

Guidance and regulations identified in this PWS must be complied with from contract award through contract completion. Guidance and regulations are either available on the WWW at www.usapa.army.mil, in the Technical Library or another website as referenced in this PWS.

Forms for use by the SP during performance are available electronically or through the Fort Monmouth Publications and Forms Stock Room located in Bldg. 886.

6.1 Technical Library

The technical library will be available for offeror review of the following documents during the proposal preparation period. The technical library will contain guidance and regulations that are not available electronically and other information that may be useful in providing additional insight into CECOM Fort Monmouth IMA requirements and mission. The technical library will not contain documents referenced in the solicitation as Technical Exhibits except for TE-31, Communications Systems and Circuits, and TE-38, CECOM Organization Chart, the former which is designated as For Official Use Only (FOUO) and the latter not available in electronic format. Copies of TE-38 will be made available upon a request through the Contracting Officer. Technical Exhibits will otherwise be provided as part of the solicitation. Details regarding location and times for access to the library will be set forth in the solicitation. The following documents will be made available in the technical library:

TL-1A Performance Work Statement (PWS) #13 to Contract Number DAAB07-96-C-H252

TL-1B PWS #3 Custodial Services to Contract Number DAAB07-96-C-H252

TL-2 US Army Communications-Electronics Command (CECOM) Memorandum, AMSEL-IM (Deputy Chief of Staff for Information Management), subject: Submission of DCI Y2K Certification Checklist

TL-3 DMS Organizational Messaging Concept of Operations, DMS Release 2.1 Products, 18 Feb 99

TL-4 DISA Circular 310-M70-ZZ, Version 1.1, 11 Feb 99, Defense Message System (DMS) Regional Operations and Security Centers and Area Control Center/Local Control Center Operational Interface Procedures

TL-5 DMS Interim Procedure 6-V01 Trouble Ticket Procedures, 12 Dec 98

TL-6 US Army CECOM Memorandum, AMSEL-IM-BS-T (Director for Corporate Information), subject: Army Messaging Standards, 3 Nov 99

TL-7 DELETED

TL-8 Bell Atlantic Federal Integrated Systems, Inc., DAAB07-97-D-L017, Delivery Order 10, 24 Sep 98

TL-9 FTS-2001 Contract GS00T99NOVRD2002 (This document is available for viewing at http://www.fts.gsa.gov/fts_mall/conngov/tcc/FTS2001TCC_IMC_TTF.html)

TL-10 DISA Support Agreement #WE5-0217 between Defense Enterprise Computing Center St. Louis (DECC-S) and HQ CECOM, Ft. Monmouth, NJ, 15 Feb 00

TL-11 ADPE Hardware Equipment Supported

TL-12 Workstation Terminal Software Configuration/Passwords (instructions for)

TL-13 DISA Memo D3121, DMS Software Release Policy – DRAFT, 10 Apr 98

TL-14 Defense Message System (DMS) Interim Procedure 3-V02, Configuration Change Procedures, 21 Oct 99

TL-15 US Army Materiel Command (AMC) Memorandum, AMCIO-F (Chief of Staff), subject: Memorandum of Agreement (MOA) between the AMC and the Defense Automated Printing Service (DAPS), 1 Aug 97

TL-16 US Army Garrison Fort Monmouth Memorandum, SELFM-RM-B (Director, Installation Business Management), subject: Support Agreement #W81JF2-97275-019, 10 Sep 98, with the Army and Air Force Exchange Service, Fort Monmouth Post Exchange

TL-17 Support Agreement #W81JF2-97274-005, 1 Oct 97, with U.S. Military Academy Prep School

TL-18 US Army Garrison Fort Monmouth Memorandum, SELFM-RM (Director of Resource Management), subject: Interservice Support Agreement (ISA) #W81JF2-95274-034, 26 Jun 96, with the US Army TMDE Activity

TL-19 US Army Garrison Fort Monmouth Memorandum, SELFM-RM (Director of Resource Management), subject: Interservice Support Agreement (ISA) #W81JF2-93274-003 with Joint Interoperability and Engineering Organization

TL-20 US Army Garrison Fort Monmouth Memorandum, SELFM-MS-B (Director, Installation Business Management), subject: Support Agreement #W81JF2-98092-001, 4 Jan 99, with US Army Transportation Group (Terminal)

TL-21 US Army CECOM Memorandum, AMSEL-IM-BM-C (Director for Corporate Information), subject: FY99 and FY00 ADPE Maintenance, 13 Jul 99, with attached Support Agreement #W81JF2-97274-023 with 902nd Military Intelligence Detachment

TL-22 US Army Garrison Fort Monmouth Memorandum, SELFM-RM-B (Director, Installation Business Management), subject: Support Agreement #W81JF2-96275-021, 11 Mar 98, with the 52d Ordnance Group (EOD)/754th Ord Co (EOD)

TL-23 US Army Garrison Fort Monmouth Memorandum, SELFM-RM-B (Director, Resource Management), subject: Support Agreement #W81JF2-96275-006, 7 Mar 97, with U.S. Army Medical Department Activity

TL-24 US Army Garrison Fort Monmouth Memorandum, SELFM-RM-B (Director, Resource Management), subject: Support Agreement #W81JF2-96275-013, 7 Mar 97, with Defense Commissary Agency

TL-25 US Army Garrison Fort Monmouth Memorandum, SELFM-RM (Director, Resource Management), subject: Interservice Support Agreement #W81JF2-94274-015, 1 Mar 95, with Defense Investigative Service

TL-26 US Army Garrison Fort Monmouth Memorandum, SELFM-RM (Director, Resource Management), subject: Interservice Support Agreement #W81JF2-94274-016, 14 Jan 95, with U.S. Army Corps of Engineers

TL-27 Support Agreement #W81JF2-98274-039, 1 Oct 98, with PM, Small Computer Program

TL-28 US Army Garrison Fort Monmouth Memorandum, SELFM-RM (Support Agreements Manager), subject: Support Agreement #W81JF2-95335-035, 1 Nov 96, with Defense Logistics Agency, Defense Contract Management Command

TL-29 US Army Garrison Fort Monmouth Memorandum, SELFM-RM (Director, Resource Management), subject: Interservice Support Agreement #W81JF2-94274-014, 4 Apr 95, with U.S. Army Audit Agency

TL-30 US Army Garrison Fort Monmouth Memorandum, SELFM-B-MS (Director, Installation Business Management), subject: Support Agreement #W81JF2-98274-041, 5 Mar 99, with General Services Administration

TL-31 US Army Garrison Fort Monmouth Memorandum, SELFM-B-MS, (Director, Installation Business Management), subject: Support Agreement #W81JF2-98274-038, 14 Dec 98, with Northeast Regional Storage Management Office

TL-32 US Army Garrison Fort Monmouth Memorandum, SELFM-B-MS (Director, Installation Business Management), subject: Support Agreement #W81JF2-97274-040, 29 Oct 98, with New Jersey Fraud Field Office

TL-33 US Army Garrison Fort Monmouth Memorandum, SELFM-RM (Director, Resource Management), subject: Interservice Support Agreement #W81JF2-92324-006, 3 Apr 95, with Defense Printing Service

TL-34 US Army Garrison Fort Monmouth Memorandum, SELFM-RM (Director, Resource Management), subject: Interservice Support Agreement #W81JF2-94001-007, 7 Apr 94, with Fort Monmouth Resident Agency—USACIDC

TL-35 US Army Garrison Fort Monmouth Memorandum, SELFM-RM-B (Director, Installation Business Management), subject: Support Agreement #W81JF2-97274-028, 30 Apr 98, with 3rd Military Police Group CID

TL-36 DMS Memorandum, subject: Contingency Procedures for Transfer of Operational Management Data, 11 Mar 98

TL-37 Installation Instructions for DMS Product Numbers UA0097 and UA0098, Document Version 2.1.3.1, 9 Apr 99

TL-38 Instructions for Completing the X.509 Certificate Request Form, Version 2.0, 23 Sep 97

TL-39 DMS Interim Procedure 7-V01 Firewall Policy, 12 Dec 98

TL-40 DMS Interim Procedure 5-V01 Software Patch Distribution and Installation Procedures, 12 Dec 98

TL-41 DMS Interim Procedure 4-V01 System Upgrade Procedures, 12 Dec 98

TL-42 DMS Interim Procedure 1-V01 DMS Operations Coordination Messages, 21 Oct 99

TL-43 National Security Agency Information Systems Security Policy and Procedures for FORTEZZA Card Certification Authority Workstation (U) Handling Instructions (U), NAG 69-C Draft, Oct 99

TL-44 HQ DA Letter of Instruction 25-reg, Information Management: Organizational Messaging, DMS Basic Policies and Procedures for the Registration Hierarchy, Directory Services and Registration, Draft 5, Oct 99

TL-45 Handbook for Security Managers, Directorate for Intelligence and Information Security, US Army CECOM, 26 Dec 95

TL-46 DOD 5220.22-M, National Industrial Security Program Operating Manual (NISPOM), Jan 95

TL-47 Generic Memorandum Of Agreement (MOA) between the CECOM Directorate for Corporate Information (DCI) Fort Monmouth and Fort Monmouth Resident Activities governing the CECOM Microsoft Exchange Mail System

TL-48 MOA between the CECOM DCI and CECOM Acquisition Center Fort Monmouth governing migration to the CECOM standard Microsoft Exchange Mail System and the Outlook 98 desktop client

TL-49 MOA between the CECOM DCI and CECOM Command for Information Systems Engineering (ISEC) Fort Huachuca governing migration to the CECOM standard Microsoft Exchange Mail System and the Outlook 98 desktop client

TL-50 MOA between the CECOM DCI and CECOM Logistics and Readiness Center (LRC) Fort Monmouth governing migration to the CECOM standard Microsoft Exchange Mail System and the Outlook 98 desktop client

TL-51 MOA between the CECOM DCI and CECOM Research Development and Engineering Center (RDEC) Fort Monmouth governing migration to the CECOM standard Microsoft Exchange Mail System and the Outlook 98 desktop client

TL-52 MOA between the CECOM DCI and CECOM Software Engineering Center (SEC) Fort Monmouth governing migration to the CECOM standard Microsoft Exchange Mail System and the Outlook 98 desktop client

TL-53 MOA between the CECOM DCI and CECOM Systems Management Center (SMC) Fort Monmouth governing migration to the CECOM standard Microsoft Exchange Mail System and the Outlook 98 desktop client

TL-54 Operational Concept for Populating, Maintaining and Synchronizing DMS Organizational Accounts with AUTODIN Directory Information, Draft, 6 Nov 97

TL-55 DOD Policy Creation Authority (PCA) 98-01, Procedure for Dual-Level Operation of the Certification Authority Workstation (CAW), 3 Apr 98

TL-56 DMS Regional Operations Security Center Guidance Letter for Local Site CRL Posting Procedures, CA/CRL GL 98-, last revised 19 May 98

TL-57 DMS Microsoft Quick Reference Guide for Microsoft DMS Outlook Win 95/98 and Win NT Clients, Lockheed Martin Version 2.1.C.0, 6 Apr 00

TL-58 CECOM Memorandum, AMSEL-IM-BS (Director for Corporate Information), subject: FY99 DCI Recommended PC Configurations, undated

TL-59 CECOM Memorandum, AMSEL-IM-BM (Business Management Division – Directorate for Corporate Information), subject: New Guidelines for Using the ADP II Contract, 19 Oct 99

TL-60 Statement of Work (SOW) for Telecommunications Center Support Transition from the AUTODIN Driven AMS and DINAH Systems to DMS, Directorate for Corporation Information Fort Monmouth, undated

TL-61 CECOM Memorandum, AMXMI-SCM (Deputy Chief of Staff for Intelligence), subject: Certification of Information Systems Security Monitoring Notification Procedures, undated

TL-62 CECOM Telecommunications Security Notification Procedures

TL-63 CECOM Memorandum, AMSEL-MI (Director, Intelligence and Information Security), subject: Communications Security (COMSEC) Implementation Memorandum #1 – Telecommunications Security Monitoring Notification Procedures, undated

TL-64 AR 380-53, Information Systems Security Monitoring, 29 Apr 98

TL-65 MOA between CECOM DCI and the Despatch Agency of the United States governing Telecommunication Message Traffic Services, undated

TL-66 MOA and Customer Contract between CECOM Deputy Chief of Staff for Information Management and Director, Defense Printing Service Detachment Office, undated

TL-67 Operational Agreement between US Army CECOM DCI and Defense Industrial Supply Center for Requisitioning Technical Data, 1 Feb 94

TL-68 US Marine Corps Memorandum, subject: Operational Agreement for Technical Data Support, 29 Aug 96, between CECOM DCI and Marine Corps Logistics Bases/Logistics Data Management Division for Requisitioning Technical Data

TL-69 DELETED

TL-70 CECOM Memorandum, AMSEL-IM (DCI), subject: Fort Monmouth Policy on Internet Access and Establishment/Use of Information Servers, 13 Nov 99

TL-71 OASD C3I Web Site Administration Policies and Procedures, 25 Nov 98

TL-72 JEDMICS Users Guide (CD-Rom)

TL-73 DMS Interim Procedure 8-V01 DII Asset Distribution Systems (DADS) Registration for Site Commissioning, 22 Mar 99

TL-74 DMS Interim Procedure 2-V02 Message Trace Procedures, 16 Sep 99

TL-75 DMS Interim Procedure 3-V02 Configuration Change Procedures, 21 Oct 99

TL-76 CECOM Standard Products Suite

TL-77 Microsoft Enterprise License Suite – Contract Number DAAB07-97-A-V008, Delivery Order Number 2V10, 15 Jun 99

TL-78 Base T&M - Contract Number DAAB08-00-F-0018, 2 Dec 99

TL-79 DCI Telecommunications Infrastructure Engineering, Design and General Consulting Services SOW, 24 Sep 99

TL-80 Statement of Requirements (SOR) for Consolidated Source for Telecommunications Infrastructure, DCI, 15 Jul 98

TL-81 Fort Monmouth (US Army Fort Monmouth Garrison) Regulation 385-22, Confined Space Entry Program, undated

TL-82 Army Material Command Information Systems Architecture (AMC-ISA), Version 1.0, Dec 98

TL-83 RFC822 – Standard for the Format of ARPA Internet Text Messages, 13 Aug 82

TL-84 AR 380-40 – Policy for Safeguarding and Controlling Communications Security (COMSEC) Material, 9 Nov 90 – FOR OFFICIAL USE ONLY

TL-85 MOA Between CECOM DCI and Army Missile Command, 26 Apr 00

TL-86 Allied Communication Publication (ACP) 123, Edition A, Common Messaging Strategy and Procedures, 15 Aug 97

TL-87 CECOM Functional Support Agreement (FSA) 020-00-03, 1 Oct 99, with CECOM RDEC

TL-88 CECOM FSA #023-00-05, 1 Oct 99, with CECOM S&T Communications Directorate

TL-89 CECOM FSA #028-00-06, 1 Oct 99, with CECOM C2 Directorate

TL-90 CECOM FSA #0A9-00-02, 1 Oct 99, with PM DCATS

TL-91 CECOM FSA #072-00-14, 1 Oct 99, with PM GPS

TL-92 CECOM FSA #060-00-07, 1 Oct 99, with PEO C3S

TL-93 CECOM FSA #073-00-15, 1 Oct 99, with PM WIN-T

TL-94 DISA Key Management Support Plan/Defense Information System Network (DISN), Revision 1, 1 Nov 95 – FOR OFFICIAL USE ONLY

TL-95 DISA Defense Enterprise Computing Center Customer User Guide, 5 Jun 00

TL-96 Message, DTG231300ZAPR99, SAIS-IAS, subject: Network Security Improvement Program (NSIP) -- Army Modem Dial-In Standards and Policy

TL-97 TSACS User's Guide, undated

TL-98 CECOM Memorandum, AMSEL-DRM (Directorate of Resource Management), subject: Policy Memo # 99-10, CECOM Overtime Policy, 17 Mar 99

TL-99 US Army Garrison Fort Monmouth Department of Public Works Building Trustee Handbook, Nov 00

TL-100 Blank Forms – DD 254 Department of Defense Contract Security Classification Specification; DD 2056 Do Not Discuss Classified Information; DD 2345 Militarily Critical Technical Data Agreement; DA 1045 Army Ideas for Excellence Program Proposal; DA 3938 Local Service Request; DA 4283 Facilities Engineering Work Request; and DA 5473-R Performance Requirements Summary

TL-101 AR 25-IA Information Assurance, 22 May 00 – DRAFT

TL-102 DA Pam 25-IA Information Assurance Implementation Guide, 26 May 00

TL-103 CECOM Pamphlet 25-50-01, Handy Reference Training Guide – Army Correspondence, 1 Sep 89

TL-104 CECOM Memorandum, AMSEL-IM-BS-D (DCI), subject: CECOM Policy #98-35 Fort Monmouth Information Assurance, 4 Aug 98

TL-105 Message, DTG 050951AMAR99, SAIS-IAS, subject: Procedural Guidance for UNIX Systems – FOR OFFICIAL USE ONLY

TL-106 Message, DTG 111300ZJUN99, SAIS-IAS, subject: Network Security Improvement Program (NSIP): Army Policy for the Implementation of the Information Assurance Vulnerability (IAVA) Process – FOR OFFICIAL USE ONLY

TL-107 CECOM Briefing Charts, subject: Email Antivirus INFOCON Procedures – FOR OFFICIAL USE ONLY

TL-108 ASG-Keyplus User's Guide, Version 4.0, May 98

TL-109 ASG-Keyplus MVS Reference Guide, Version 4.0, May 98

TL-110 System 2000 DBMS CONTROL Language and System-Wide Commands, IBM OS and CMS, 1985

6.2 Publication Changes

The SP must immediately comply with changes to mandatory publications and concurrently notify the KO and COR. Any changes to mandatory publications, which result in an increase in contract price, shall be negotiated under the contract clause entitled "Changes."

6.3 Document Summary List/Applicable Documents

	DOD DOCUMENTS	
PUBLICATION #	**TITLE**	**DATE**
DOD 4515.13-R	Air Transportation Eligibility	Nov 1994
DOD 5200.1-R	Information Security Program	14 Jan 97
DOD 5200.40-M	DOD Information Technology Security Certification and Accreditation Process (DITSCAP)	Dec 1999
DOD 5220-22-M Supplement 1	National Industrial Security Program Operating Manual	Jan 1995 Feb 1995
DOD 5220.22-S	COMSEC Supplement to Industrial Security Manual for Safeguarding Classified Information	17 Mar 88
DODD 3020.26	Continuity of Operations (COOP) Policy and Planning	26 May 95
DODD 5230.25	Withholding of Unclassified Technical Data from Public Disclosure	6 Nov 84
DOD 5400.7-R	DOD Freedom of Information Act Program	Sep 1988

	ARMY REGULATIONS	
PUBLICATION #	**TITLE**	**DATE**
AR 5-17	The Army Ideas for Excellence Program	19 Oct 90
AR 5-20	Management Commercial Activities Program	1 Oct 97
AR 25-IA - Draft	Army Information Assurance Policy	22 May 00
AR 25-1	Army Information Management	15 Feb 00
AR 25-11	Record Communications & the Privacy Communications System	4 Sep 90
AR 25-30	The Army Publishing and Printing Program	21 Jun 99
AR 25-50	Preparing & Managing Correspondence	21 Nov 88
AR 25-51	Office Mail & Distribution Management	30 Nov 92
AR 25-55	The Dept of Army Freedom of Information Act Program	1 Nov 97
AR 25-400-2	The Modern Army Record Keeping System (MARKS)	26 Feb 93
AR 40-3	Army Medical, Dental and Veterinarian Care	3 Jul 99
AR 40-330	Rate Codes, Expense and Performance Reporting Systems, Centralized Billing and Medical Services Accounts	26 Feb 88
AR 40-5	Preventive Medicine	15 Oct 90
AR 70-1	Army Acquisition Policy	15 Dec 97
AR 71-9	Materiel Requirements	30 Apr 97
AR 190-5	Motor Vehicle Traffic Supervision	7 Aug 88
AR 190-13	The Army Physical Security Program	30 Sep 93
AR 190-51	Security of Unclassified Army Property (Sensitive and Nonsensitive)	30 Sep 93
AR 340-21	The Army Privacy Program	5 Jul 85
AR 340-26	Duplicate Emergency Files Program	15 May 82
AR 380-5	Dept of the Army Information Security Program	25 Feb 88

	ARMY REGULATIONS	
PUBLICATION #	**TITLE**	**DATE**
AR 380-10	Technology Transfer Disclosure of Information & Contacts with Foreign Representatives	30 Dec 94
AR 380-19	Information System Security	27 Feb 98
AR 380-40	Policy for Safeguarding & Controlling Communications Security (COMSEC) Material - FOUO	1 Sep 94
AR 380-53	Information System Security Monitoring	29 Apr 98
AR 380-67	Personnel Security Program	9 Sep 88
AR 380-150	Access to & Dissemination of Restricted Data	15 Jul 84
AR 385-10	The Army Safety Program	29 Feb 00
AR 385-55	Prevention of Motor Vehicle Accidents	12 Mar 87
AR 420-90	Fire & Emergency Services	10 Sep 97
AR 500-5	Army Mobilization	7 Jun 96
AR 600-63	Army Health Promotion	17 Nov 87
AR 710-2	Inventory Management Supply Policy Below the Wholesale Level	31 Oct 97
AR 735-5	Policies & Procedures for Property Accountability	31 Jan 98
AR 870-5	Military History, Responsibilities, Policies & Procedures	29 Jan 99

	DA PAMPHLETS	
PUBLICATION #	**TITLE**	**DATE**
DA Pam 5-20	Commercial Activities Study Guide	31 Jul 98
DA Pam 25-IA	Information Assurance Implementation Guide	26 May 00
DA Pam 25-1-1	Installation Information Services	27 Aug 91
DA Pam 25-4	Information Systems Technical Documentation	10 Apr 91
DA Pam 25-40	Administration Publication: Action Officer's Guide	1 Oct 97
DA Pam 25-51	The Army Privacy Program-System of Records, Notices & Exemption Rules	30 Apr 99
DA Pam 190-51	Risk Analysis for Army Property	30 Sep 93
DA Pam 385-40	Army Accident Investigation and Reporting	1 Nov 94
DA Pam 710-2-1	Using Unit Supply System (Manual Procedures)	31 Dec 97
	AMC EGULATIONS/PAMPHLETS/SUPPLEMENTS	
PUBLICATION #	**TITLE**	**DATE**
AMC-R 25-2	Duplicate Emergency Files Program	17 Feb 94
AMC-R 500-4	Emergency Employment of the Army & Other Resources	22 Apr 96
Suppl 1 to AR 380-5, C1	Dept of the Army Information Security Program	21 Apr 92

	CECOM REGULATIONS/PAMPHLETS	
PUBLICATION #	**TITLE**	**DATE**
CECOM–R 25-50-1	Electronic Mail-Policies & Procedures	15 Apr 92
CECOM–R 25-50-2	Official Mail Distribution Management	1 Oct 90
CECOM–R 25-55-1	Freedom of Information Act Program at CECOM	20 May 97
CECOM–R 25-90-2	Briefings & Facilities	10 Oct 97
CECOM–R 380-7	Control of North Atlantic Treaty Organization (NATO) Classified & Unclassified Documents	1 Dec 98
CECOM-R 500-4	Emergency Planning	12 Dec 88
CECOM-R 700-20	Installation Equipment Management Program	Feb 2000
CECOM–P 25-30-1	Preparation of Administration Publications	1 Jun 95
CECOM–P 25-30-2	Index of Administrative Publications	1 Jul 94
CECOM–P 25-50-1	Handy Reference Training Guide-Army Correspondence	1 Sep 89
CECOM-P 25-50-2	Staff Procedures Guide	1 Oct 95
CECOM-P 99-10	Overtime Policy	17 Mar 99
CECOM–P 108-5	Guide for Preparing Effective Presentations	1 Mar 88

	FORT MONMOUTH REGULATIONS/PAMPHLETS/HANDBOOKS/LETTERS	
PUBLICATION #	**TITLE**	**DATE**
FM-R 190-2, C3	Traffic Control	28 Dec 92
FM-R 190-13	Physical Security	28 Jul 98
FM-R 190-14	Property Movement	15 Jun 98
FM-R 385-22	Confined Space Entry Program	30 Nov 94
FM-R 640-3	Security Badges & Applications	15 Apr 98
FM Policy Letter	OASD/C3I Policy, Web Site Administration	25 Nov 98
FM Handbook	FM Garrison Building Trustee Handbook	May 1998
	DATA ITEM DESCRIPTIONS -//- SUBTITLES	
PUBLICATION #	**TITLE**	**DATE**
DI-ADMN-81373	Presentation Material -//- Quarterly Executive Review Presentation	1 Oct 93
DI-ADMN-81505	Report, Record of Meeting/Minutes -//- Progress Meeting Minutes	20 Nov 95
DI-MGMT-80227	Contractor's Progress, Status & Management Report -//- Monthly Cost & Status Report	5 Sep 86
DI-MGMT-80227	Contractor's Progress, Status & Management Report -//- Configuration Management Status Report	5 Sep 86
DI-MGMT-80227	Contractor's Progress, Status & Management Report -//- Quarterly Small Business Report	5 Sep 86
DI-MISC-80508	Technical Report-Study/Services -//- Strike Contingency Plan	15 Jan 88
DI-MISC-80508	Technical Report-Study/Services -//- Incident Report	15 Jan 88
DI-MISC-80508	Technical Report-Study/Services -//- Physical Security Plan	15 Jan 88
DI-MISC-80508	Technical Report-Study/Services -//- Mobilization Plan	15 Jan 88
DI-MISC-80508	Technical Report-Study/Services -//-Disaster Recovery Plan	15 Jan 88

DI-MISC-80508	Technical Report-Study/Services -//- Continuity of Operations Plans	15 Jan 88
DI-MISC-81419	Personnel Report -//- Organization Chart	14 Nov 94
DI-MISC-81419	Personnel Report -//- Employee List	14 Nov 94
DI-MISC-81419	Personnel Report -//- Employee Security Clearance List	14 Nov 94

	OTHER	
PUBLICATION #	**TITLE**	**DATE**
NA	Code of Federal - http://www.gpo.gov	As updated
N/A	Federal Acquisition Regulation http://acqnet.sarda.army.mil/library/afar/afartoc.html	As updated
CCSSOI 18-320, Volume 7	Commodity Command Standard System Operating Instructions	25 Sep 96
DISA Circular 310-130-1	Submission of Telecommunications Service Requests	22 Dec 99
IEEE 802.3	Information Technology – Local and Metropolitan Area Networks	1998
IEEE 12207.0.1.2	Software Development and Documentation	27 May 98
Office of Management and Budget (OMB) Circular A-76	Revised Supplemental Handbook Updated through Transmittal Memorandum #20	Mar 1996 Jun 1999
5 USC 552	The Freedom of Information Act	1994
USC	Section 2071, Title 18	5 Jan 99
USC	Section 3301-3314, Title 44	26 Jan 98

The following abbreviations relate to the publications listed above.

AMC-R – Army Materiel Command Regulation

AMC-P – Army Materiel Command Pamphlet

AR – Army Regulation

CECOM-R – CECOM Regulation

FAR – Federal Acquisition Regulation

FM-R – Fort Monmouth Regulation

FM-P – Fort Monmouth Pamphlet

IEA – Electronic Industries Alliance

CECOM-P – CECOM Pamphlet

CFR – Code of Federal Regulations

DA – Department of the Army

DA Pam – Department of the Army Pamphlet

DOD – Department of Defense

DODD – Department of Defense Directive

IEEE – Institute of Electrical & Electronic Engineers

SF – Standard Form

Suppl – Supplement

S1 – Supplement 1

USC – United States Code

USPS – United States Postal Service